

EXHIBIT C WIC REQUIREMENTS

1. Proposal Content and Organization

MS State Department of Health Supplemental Nutrition Program for Women, Infants, and Children (MSDH WIC) Program is collaborating with MS Department of Human Services Supplemental Nutrition Assistance Program (SNAP) to procure a contractor to implement WIC EBT and provide continued WIC EBT processing services.

All contractual terms and guidelines on bid submission apply to WIC unless otherwise specified in the WIC requirements.

2. Technical Specifications

2.1. Equivalent Items

Whenever a material, article, or piece of equipment is identified in the specification(s) by reference to a manufacturer's or contractor's name, trade name, catalog number or similar identifier; it is intended to establish a standard, unless otherwise specifically stated as a brand specific requirement (no substitute items will be allowed). Any material, article, or piece of equipment of other manufacturers or WIC EBT Third Party Contractors shall perform to the standard of the item named. Equivalent offers must be accompanied by sufficient descriptive literature and/or specifications to provide for detailed comparison. Samples of items, if required, shall be furnished at no expense to the MSDH WIC Program and if not destroyed in the evaluation process, may be returned to the contractor at the contractor's expense.

2.2. All offers shall include specifications and technical literature sufficient to allow the MSDH WIC Program to determine that the equipment meets all requirements. This technical literature will be the primary source for evaluation. If a requirement is not addressed in the technical literature it must be supported by additional documentation and included with the offer. Offer responses without sufficient technical documentation may be rejected.

2.3. The MSDH WIC Program may, in its sole discretion, investigate any substitute or equivalent goods irrespective of any representation made by a Contractor or manufacturer.

2.4. Specifications: Any deviation from specifications indicated herein must be clearly identified as an exception and listed on a separate page labeled "Exceptions to Specification"; otherwise, it will be considered that items offered are in substantial compliance with these specifications, and contractor will be held responsible. Any deviations shall be explained in detail. The Contractor shall not construe this paragraph as inviting deviation or implying that any deviation will be acceptable. Offers of alternative or equivalent goods may be rejected; and if offered, must be supported by independent documentary verification of equivalence to the specified goods.

Technical Requirements/Specifications: Means, as used herein, a specification that documents the requirements of a system or system component. It typically includes functional requirements, performance requirements, interface

requirements, design requirements, development standards, maintenance standards, or similar terms.

Substantial compliance with technical specifications is required.

Any services the contractor agrees to perform which are not defined in the Contract or subsequent amendments shall be considered Supplemental Services (does not include services contracted for and performed in the Development, Implementation, and the Operations and Maintenance Phases).

3. MSDH WIC Program Statement of Work (SOW)

This section of the RFP provides the requirements of the MSDH WIC Program for the implementation and ongoing project management of WIC EBT services to be provided by the awarded Contractor. All pricing and cost information shall be restricted to *Section VIII: Cost Information Submission* section of the Contractor's response.

3.1. Roles and Responsibilities

The following are the roles and responsibilities for both MSDH WIC Program and the awarded Contractor. Note that in this section, the term "WIC EBT Contractor" refers to the "WIC EBT Processor." The term "Authorized WIC Vendor" or "Vendor" refers to the grocery stores and other commercial outlets where MS WIC participants shop for authorized WIC food products.

3.1.1. The MSDH WIC Project Manager shall:

- 3.1.1.1. Serve as the MSDH WIC EBT Project Manager.
- 3.1.1.2. Ensure all Contract instruments are appropriately executed.
- 3.1.1.3. Review and approve any Contract changes.
- 3.1.1.4. Review and approve invoices, payments, and any adjustments.
- 3.1.1.5. Provide validation of deliverable acceptance and performance measurements.
- 3.1.1.6. Validate that Contract milestones, timelines, and deliverables are provided pursuant to the Contract performance measurements.
- 3.1.1.7. Facilitate Contract review by the Information Technology Services (ITS), MSDH Purchasing and Contract Services, and the Attorney General's Office.
- 3.1.1.8. Provide Contract and WIC EBT Contractor oversight.
- 3.1.1.9. Assure deliverables meet the business requirements.
- 3.1.1.10. Monitor the project and Contract to ensure delivery of complete accepted deliverables on schedule.
- 3.1.1.11. Designate signatories for deliverables and approve payments.
- 3.1.1.12. Review and approve estimates, priorities, timelines, formats, outlines, and project deliverables.
- 3.1.1.13. Ensure proper technical stakeholder involvement.

- 3.1.1.14. Serve as a contact for the WIC EBT Contractor Team Project Manager; review and accept status reports, project milestones, deliverables, issue logs, and risk matrices.
- 3.1.1.15. Advise the WIC EBT Contractor Team on issues and risks.
- 3.1.1.16. Participate in Project Team meetings.
- 3.1.1.17. Review and provide input on draft documents.
- 3.1.1.18. Participate in work sessions for the development of the requirements specifications.
- 3.1.2. The MSDH WIC EBT Project staff shall:
 - 3.1.2.1. Participate in work sessions for the development of the requirements specifications and project team meetings.
 - 3.1.2.2. Review and provide input on draft documents.
 - 3.1.2.3. Collaborate with the WIC EBT Contractor on technical issues, test plans, schedules, and specifications.
 - 3.1.2.4. Review deliverables and participate in ~~code and~~ test walk-throughs.
 - 3.1.2.5. Assist the WIC EBT Contractor in performing User Acceptance Testing (UAT).
- 3.1.3. The WIC EBT Contractor Project Manager shall:
 - 3.1.3.1. Serve as the WIC EBT Contractor's Administrator.
 - 3.1.3.2. Confirm the accuracy of WIC EBT Contractor Administrator's information within the RFP response (i.e. his or her name and contact information) to the MSDH WIC EBT Project Manager within five (5) Business Days after the effective date of this Contract. Changes in WIC EBT Contractor Administrator information must be communicated in writing to the MSDH WIC EBT Project Manager within five (5) Business Days.
 - 3.1.3.3. Have full authority to commit the WIC EBT Contractor on matters concerning the Contract, including but not limited to: invoices, negotiating and approving change requests, and taking all actions necessary to ensure Contract compliance and proper performance for all tasks within the milestones.
 - 3.1.3.4. Deliver Contract performance measurements, reporting and tracking documents, and all other documentation as scheduled and/or required by the Contract.
 - 3.1.3.5. Serve as primary contact to interact with the MSDH WIC EBT Project Manager, Information Technology Services (ITS), the MSDH Offices of Purchasing and Contracts, and Third Party Contractors as it pertains to any Contract agreements.
 - 3.1.3.6. Notify the MSDH WIC EBT Project Manager verbally and in writing within one (1) Business Day when the WIC EBT

Contractor Project Manager and/or WIC EBT Contractor Team discover any problem(s) that may jeopardize the successful or timely completion of the WIC EBT Contractor's Contract obligations.

- 3.1.3.7. Ensure that the WIC EBT Contractor Team fulfills its duties and responsibilities under the Contract.
 - 3.1.3.8. Keep the MSDH WIC EBT Project Manager or designee informed of all interactions with MSDH and other state staff.
 - 3.1.3.9. Escalate issues to the MSDH WIC EBT Project Manager or designee.
 - 3.1.3.10. Have the responsibility over the WIC EBT Contractor Team to ensure compliance with the Contract and tasks with the approved work plan.
 - 3.1.3.11. Develop and submit all deliverables as required by this Contract.
 - 3.1.3.12. Meet the Project schedule and milestones as defined in the Work Plan and the Contract.
 - 3.1.3.13. Provide sufficient copies of materials for meetings.
 - 3.1.3.14. Attend, participate, facilitate, prepare materials for, and document executive status briefings and other meetings as needed and requested by the MSDH WIC Program.
 - 3.1.3.15. Provide support for troubleshooting any known technical problems and issues as reported by the MSDH WIC EBT Project Team. If a problem is known and reported by MSDH WIC Program, the EBT Contractor Project Manager shall coordinate having the problem fixed/resolved, in accordance with the Risks/Issues Management Plan and the on-going Contract.
 - 3.1.3.16. Provide operations and maintenance support as outlined in the Contract.
- 3.2. Expectations. The following key expectations govern this project and the related technical requirements. Please keep these in mind when preparing your response.
- 3.2.1. On-Line Technology
MSDH WIC EBT will use online EBT card technology for benefit delivery and transaction processing.
 - 3.2.2. Interface with Existing WIC MIS
MSDH WIC EBT will be required to interface with the existing WIC MIS (SPIRIT). The SPIRIT system is currently in full production in MS. The EBT Contractor shall interface with the current SPIRIT Universal Interface (UI) and shall provide timely upgrades when SPIRIT transitions to newer versions of the UI.
 - 3.2.3. FNS Approval and Funding

The MSDH WIC EBT project is dependent upon FNS approval of key project documents (Implementation Advanced Planning Document) as well as funding for implementation costs. Delays in approval or funding may impact the timeline and schedule for the MSDH WIC EBT project.

3.2.4. WIC EBT Statewide Implementation Concept. MSDH WIC EBT will be implemented by district across the state.

3.2.4.1. The Pilot will take place in a district that will allow for greater control over the number of WIC Authorized Vendors, Clinics, and Participants. The Pilot is expected to last approximately three (3) months.

3.2.4.2. Following the successful Pilot and approval to proceed from FNS, MSDH WIC Statewide Implementation will take place across the state. The MSDH WIC Program plans to rollout the remainder of the state in several phases. The number of rollouts and duration between each rollout will be determined during the project in consultation with the EBT Contractor and QA Contractor.

3.2.4.3. Once the project schedule is developed and approved by the MSDH WIC Program, any changes to key project activities and milestones must be approved by the MSDH WIC Program. Delays in meeting approved milestone dates may result in a holdback for payment of project deliverables associated with the delayed milestones. Schedule deviations from MSDH WIC Program-approved project schedules and milestones may result in penalties. If the WIC EBT Contractor fails to deliver or provide correct services or other deliverables within the time required by this Contract, the MSDH WIC Program may provide written notice of said failure to WIC EBT Contractor, and by such notice, require WIC EBT Contractor's payment of a penalty.

3.3. Compliance with Key Standards, Operational Specifications, and FNS Requirements

3.3.1. The WIC EBT system must be compliant with the most recent version of the following standards and specifications:

3.3.1.1. The American National Standards Institute (ANSI) X9.93 standards from the time development is initiated; will follow the technical implementation guidance of the standard as defined by USDA-FNS;

3.3.1.2. The FNS Operating Rules for WIC EBT systems as defined by USDA-FNS;

3.3.1.3. The FNS Technical Implementation Guide (TIG); and

3.3.1.4. The FNS WIC EBT-MIS Universal Interface. When FNS mandates the use of a new version of the Universal Interface or the SPIRIT User Group agrees to transition to a new version,

the WIC EBT Contractor shall implement the new specifications from that interface without cost to the MSDH WIC Program.

- 3.3.2. WIC EBT cards are required to meet payment and EBT industry standards and specifications, including but not limited to Payment Card Industry (PCI) specifications.

- 3.3.3. WIC EBT System Processing Requirements

The WIC EBT system will manage benefits based on their availability, date, and time (first and last day to use). Benefits will be issued real-time or host-to-host and will be available to the household immediately. Future months' benefits will be available to a household at 12:00AM Central Time (CT) on the first day of the availability period. The system shall accommodate standard and daylight savings times. The WIC EBT system will preclude benefits from being redeemed prior to their availability date. The WIC EBT Contractor is responsible for ensuring that the WIC EBT system meets the processing requirements and criteria established by FNS. In order of precedence, WIC EBT transactions must be processed in compliance with:

- 3.3.3.1. Federal regulations, including WIC Regulations, 7 CFR Part 246, and FNS WIC policy memos and guidance;
- 3.3.3.2. USDA-FNS Operating Rules for WIC EBT; and
- 3.3.3.3. Prevailing industry technical and performance standards.
- 3.3.3.4. If there is a conflict between the governing regulations and guidelines regarding a specific standard, the MSDH WIC Program will determine the applicable standard. In determining the appropriate standard, the MSDH WIC Program will allow consultation and input from the WIC EBT Contractor. However, the final decision will remain with the MSDH WIC Program.
- 3.3.3.5. The proposed System must include, among other things, the following functionality as required by the above documents:
 - 3.3.3.5.1. Interface with the MS WIC MIS;
 - 3.3.3.5.2. Support all WIC food categories and subcategories;
 - 3.3.3.5.3. Support all WIC food UPC/PLU codes;
 - 3.3.3.5.4. Support Maximum Allowable Reimbursement Level (MARL) amounts by peer group;
 - 3.3.3.5.5. Support generation/distribution of the approved products list (APL) to WIC Authorized Vendors;
 - 3.3.3.5.6. Support/accept household account set-up and benefit issuance;
 - 3.3.3.5.7. Support/accept benefit issuance records;
 - 3.3.3.5.8. Support/accept cardholder account balance inquiries via ARU and a web portal;

- 3.3.3.5.9. Support/accept modifications to cardholder benefits (current month and future months);
- 3.3.3.5.10. Support/accept voiding cardholder benefits (current month and future months);
- 3.3.3.5.11. Support/accept benefit availability periods and expiration;
- 3.3.3.5.12. Support card replacement;
- 3.3.3.5.13. Maintain cardholder and WIC Authorized Vendor transaction history;
- 3.3.3.5.14. Support card and PIN issuance;
- 3.3.3.5.15. Maintain card history information;
- 3.3.3.5.16. Process transactions according to current FNS and financial industry standards;
- 3.3.3.5.17. Reporting capabilities;
- 3.3.3.5.18. Support card inventory and management; and
- 3.3.3.5.19. Cash Value Benefits (CVB).
- 3.3.3.5.20. Prospective WIC EBT Contractors shall describe how they can support/accept cardholder account balance inquiries via their customer service, ARU, web portal, and if applicable a mobile device (i.e., smartphone) including text messages.
- 3.3.3.6. The APL file and the message formats must conform to the current Technical Implementation Guide (TIG) specifications and provide for backward compatible file and message formats for any WIC Authorized Vendors already conducting WIC EBT business in other states. WIC Authorized Vendors will not be required to modify existing POS systems if the POS is already certified using an older version of the TIG formats.
- 3.3.3.7. The WIC EBT Contractor must affirmatively inform the MSDH WIC Program that the proposed WIC EBT system complies with the above standards and specifications currently in effect and that the WIC EBT Contractor will update the System as those standards and specifications change at no cost to the MSDH WIC Program.
- 3.3.3.8. In the bid response, the Offeror shall provide a high level overview of its proposed System.
- 3.3.4. Transaction Processing

To the maximum extent possible, the MSDH WIC Program seeks to use the existing commercial transaction processing infrastructure for the transmission and processing of WIC EBT transactions.

- 3.3.4.1. The WIC EBT Contractor shall have the capability to receive, process, and authorize cardholder transactions from WIC Authorized Vendor POS devices and to ensure that cardholders access their WIC benefits only at POS terminals located in WIC Authorized Vendor locations that includes:
 - 3.3.4.1.1. Accepting transactions coming from an authorized transaction acquirer;
 - 3.3.4.1.2. Authorizing or denying transactions;
 - 3.3.4.1.3. Sending response messages back to the transaction acquirer authorizing or denying client transactions;
 - 3.3.4.1.4. Providing the data necessary to print a cardholder receipt with the account balance after the transaction (the card number shall be truncated on the receipt); and
 - 3.3.4.1.5. Logging the authorized/denied transactions for subsequent settlement and reconciliation processing, transaction reporting, and for viewing through transaction history.
- 3.3.4.2. The WIC EBT Contractor's WIC EBT host system shall be available 99.5% of scheduled uptime, 24-hours a day, 7 days per week, and 365 days per year. Scheduled uptime shall mean the time the database is available and accessible for transaction processing, and excludes scheduled downtime for routine maintenance.
- 3.3.4.3. The WIC EBT Contractor shall schedule any downtime needed for routine system maintenance during off-peak periods. A schedule of such routine maintenance downtime shall be provided at least thirty (30) Calendar Days in advance to the MSDH WIC Program. The MSDH WIC Program shall be notified immediately of the need for any unscheduled downtime to address system issues.
- 3.3.4.4. Please describe the WIC EBT Contractor's processes and procedures that will be used to ensure the availability of the System. Describe any occurrences within the past three (3) years of when the System did not meet the 99.5% uptime requirement.
- 3.3.4.5. The WIC EBT Contractor shall ensure the accuracy of the proposed WIC EBT system so that no more than two (2) inaccurate WIC EBT transactions for every 10,000 WIC EBT transactions processed occurs. The transactions to be included in measuring system accuracy includes all transactions occurring at POS terminals and processed through the host computer; and all credits to WIC EBT accounts.

- 3.3.4.6. The WIC EBT Contractor shall be financially liable for WIC EBT system processing errors and omissions including:
 - 3.3.4.6.1. Errors in the Disbursement of Funds or Issuance of Benefits. The WIC EBT Contractor shall be liable for the errors it makes in issuing into a household account of benefits or disbursement of funds related to WIC. The MSDH WIC Program is responsible for losses resulting from providing erroneous information to the WIC EBT Contractor.
 - 3.3.4.6.2. Errors in Transaction Processing and Settlement. The WIC EBT Contractor shall bear all liability for any losses resulting from errors or omissions including fraud and abuse on the part of the WIC EBT Contractor or its representatives or subcontractors. These liabilities include, but are not limited to:
 - 3.3.4.6.2.1. Any duplicate or erroneous postings to a household's account;
 - 3.3.4.6.2.2. Any losses from benefits drawn from an account after the household notified the WIC EBT Contractor that the card had been lost or stolen;
 - 3.3.4.6.2.3. Any losses from transactions performed with cards issued but not activated by the household and/or the WIC EBT Contractor;
 - 3.3.4.6.2.4. Any damages or losses suffered by the MSDH WIC Program due to negligence on the part of the WIC EBT Contractor; and
 - 3.3.4.6.2.5. Any loss of benefits caused by fraud or abuse by the WIC EBT Contractor or its representatives or subcontractors.
- 3.3.4.7. The WIC EBT Contractor shall provide immediate notification to the MSDH WIC Program of any transaction processing error that causes a loss to the MSDH WIC Program.
- 3.3.4.8. Please describe the processes, procedures and controls that will be used to ensure accurate transaction processing.
- 3.3.4.9. The WIC EBT system shall process, at a minimum, the following WIC transaction types through the POS:
 - 3.3.4.9.1. Benefit Inquiry
 - 3.3.4.9.2. Purchase
 - 3.3.4.9.3. Reversal or Void

3.3.4.9.4. Store and Forward

- 3.3.4.10. The WIC EBT Contractor is prohibited from charging a fee to the cardholder, a TPP, a switch provider, or the WIC Authorized Vendor, for any WIC transaction. After a transaction has been conducted, the WIC EBT system shall provide the TPP, commercial WIC Authorized Vendor system or the single function POS equipment with the data necessary to print the WIC receipt as defined in Section 5.5 of the FNS Operating Rules for WIC EBT, including the provision of the account balance to the cardholder. The WIC EBT card number shall be truncated on the receipt. Receipts printed by the Vendor's single function POS terminals shall meet the requirements of Section 5.5 of the FNS Operating Rules for WIC EBT.
- 3.3.4.11. The WIC EBT Contractor and WIC Authorized Vendor systems must go through a series of validation checks to determine whether a cardholder's transaction should be approved or not. These checks include:
 - 3.3.4.11.1. The WIC EBT Contractor and Authorized Vendor systems submitting the transaction has a valid WIC Authorized Vendor number;
 - 3.3.4.11.2. The card number is valid (has been issued and not reported as lost/stolen/damaged and/or replaced) and the card is active;
 - 3.3.4.11.3. The number of consecutive failed PIN attempts has not been exceeded. The MSDH WIC Program will determine the number of allowable PIN attempts before an account is locked;
 - 3.3.4.11.4. The PIN is verified as being entered correctly;
 - 3.3.4.11.5. The account is active; and
 - 3.3.4.11.6. The account holds a sufficient balance effective for the transaction date to satisfy at least part of the transaction request for the food items selected for purchase (the food item is on the MSDH WIC Program's most recent APL and is an authorized item within the cardholder's EBT account).
- 3.3.4.12. Transactions failing one or more of the above will be declined and a message indicating the reason for the declination will be sent to the WIC EBT Contractor originating device.
- 3.3.4.13. Please describe the processes, procedures, and controls that will be used to validate each transaction that is submitted.
- 3.3.4.14. The WIC EBT Contractor shall allow transactions where the card number is key-entered (versus swiped) in the event the card presented by a cardholder is damaged and/or the POS device is unable to read the magnetic stripe accurately. The

validation of the cardholder's PIN is still required on transactions where the card number was manually entered. If a PIN pad is defective or for other reasons a PIN does not accompany the transaction to the WIC EBT host for processing, the transaction must be declined.

- 3.3.4.15. Because key-entered cards represent a potential fraud situation, the WIC EBT Contractor will be required to track and report all transactions where the card number was manually entered by WIC Authorized Vendor number, address, device/terminal number, and card number.
- 3.3.4.16. Please describe the processes, procedures, and controls that will be used with transactions where the card number was manually entered to prevent fraud.
- 3.3.4.17. The WIC EBT Contractor shall comply with FNS Operating Rules for WIC EBT regarding communications network security and, at a minimum, shall utilize the triple Data Encryption Standard (DES) algorithm to encrypt the PIN during WIC EBT transactions from the point of entry. Other security may include authentication codes and check-sum digits, in combination with data encoded on the magnetic stripe such as the PIN offset to ensure data security during transmission and processing of WIC EBT transactions. Any of the network security measures may be utilized together or separately and may be applied at the terminal or central computer as indicated in the System design to ensure communications control.
- 3.3.4.18. Please describe the encryption approach and other security measures that will be employed to secure WIC EBT transactions.
- 3.3.4.19. The WIC EBT Contractor shall support benefit balance inquiry capability on demand, either in the checkout lane or at a separate card acceptance device so that the WIC cardholder may check the household's available benefit balance. The cardholder should also be able to view and print the card balance using the cardholder web portal. The receipt printed from this transaction may be used by the cardholder as a shopping list. The shopping list will include:
 - 3.3.4.19.1. Description of the category/subcategory;
 - 3.3.4.19.2. Available benefit balance by category/subcategory;
and
 - 3.3.4.19.3. Unit of measure (quart, pound, ounce, etc.).
- 3.3.4.20. Please describe the processes and procedures that will be used to provide a card balance to the cardholder.
- 3.3.4.21. The WIC EBT Contractor, once a transaction has been validated shall authorize electronic food benefit purchases if the

item's UPC matches an eligible category/subcategory in the cardholder's household benefit account and does not exceed the category/subcategory benefit balance. The WIC EBT Contractor will determine if prices submitted in the purchase message are within the MARL threshold for the WIC Authorized Vendor's peer group. If the price exceeds the MARL, the System will adjust the total paid amount. The WIC EBT system will return the new account balance to the retail system along with data on the MARL adjustment and settlement amount. In processing a food benefit purchase transaction, the WIC EBT Contractor must adhere to the redemption rules specified in the most recent version of the FNS Operating Rules for online WIC EBT.

- 3.3.4.22. No minimum purchase amounts or quantities will be required of the WIC cardholder. However, the maximum number of different food items, as identified by a unique UPC or PLU, that can be purchased in a transaction is fifty (50), due to message size limitations.
- 3.3.4.23. The WIC EBT Contractor shall support WIC Authorized Vendors in transacting split tender and mixed basket transactions, allow discounts and coupons, and utilize self-checkout systems per the FNS Operating Rules for WIC EBT.
- 3.3.4.24. Please describe the processes, procedures, and controls that will be used for processing validated purchases.
- 3.3.4.25. The WIC EBT Contractor shall allow for the cancellation of the purchase of a single WIC food item, a method of payment for WIC food items, or the entire transaction. A void shall not be allowed to credit the WIC account if an item is returned. WIC item returns are item exchanges conducted at the WIC Authorized Vendor's option and shall not result in a WIC transaction or cash back to the cardholder.
- 3.3.4.26. Please describe the processes, procedures, and controls that will be used for handling voided and/or cancelled transactions.
- 3.3.4.27. The WIC EBT Contractor shall be able to properly handle a 'store and forward' transaction. A WIC Authorized Vendor, at their risk, has the option of conducting a 'store and forward' transaction in the event real-time communications between the WIC Authorized Vendor and the WIC EBT Contractor is not available for whatever reason.
- 3.3.4.28. Re-presentation of a transaction to obtain the uncollected balance from current or future months' benefits shall not be allowed for store and forward transactions.
- 3.3.4.29. Please describe the processes, procedures, and controls that will be used to manage store and forward transactions and to

prevent the use of store and forward as a way of accessing the cardholder's future month's benefits.

3.3.4.30. The WIC EBT Contractor shall have procedures in place to manage account adjustments. These adjustments could be to a cardholder's account submitted via the WIC MIS to update the cardholder account or may be initiated by the WIC EBT Contractor to resolve system errors, out of balance situations, or to resolve payment disputes with WIC Authorized Vendors.

3.3.4.31. Please describe the processes, procedures, and controls that will be used to manage account adjustments.

3.3.5. Settlement and Reconciliation

The WIC EBT Contractor shall be responsible for providing all settlement and reconciliation services related to EBT processing that include the following:

3.3.5.1. The WIC EBT Contractor shall be responsible for the execution of WIC EBT settlement and reconciliation activities. WIC EBT settlement and reconciliation shall be conducted in accordance with current and future Federal regulations as updated throughout the life of the Contract and the most recent version of the FNS Operating Rules for WIC EBT.

3.3.5.2. The WIC EBT Contractor's host System will operate on a 24-hour processing cycle. At a designated cutoff time each day, the WIC EBT Contractor shall close out the current processing day and commence the next processing day. To support the settlement function, the WIC EBT Contractor or its designated financial agent must have an originating and receiving membership in the national automated clearing house (ACH) network. In order to promote the acceptance of WIC EBT transactions, the WIC EBT Contractor shall be required to provide evidence of its designated financial agent's ability to fulfill the settlement obligations specified in this RFP and shall comply with applicable Operating Rules concerning an Issuer's ability to meet its settlement obligations. Evidence may be in the form of financial statements, bonds, guarantees or other assurances.

3.3.5.3. In the bid response, the Offeror shall describe the processes and methods that will be used for meeting the WIC EBT reconciliation and settlement functions specified in this RFP and provide evidence of National Automated Clearing House Association current membership.

3.3.5.4. The WIC EBT Contractor shall provide a comprehensive Settlement and Reconciliation Manual for MSDH WIC Program State Office staff use that explains in detail the settlement and reconciliation processes and procedures that will be used. This shall include sample reports and the steps that the MSDH WIC

Program State Office staff will need to take to monitor and manage such activities. The Settlement and Reconciliation manual shall be provided no more than thirty (30) Calendar Days prior to the start of UAT.

- 3.3.5.4.1. The Settlement and Reconciliation Manual must be consistent with the requirements in Item 3.3 of this document, labeled Compliance with Key Standards, Operational Specifications, and FNS Requirements.
- 3.3.5.5. In the bid response, the Offeror shall provide a sample Settlement and Reconciliation Manual labeled Appendix G.
- 3.3.5.6. The WIC EBT Contractor shall designate a standard daily cutoff time for WIC EBT transaction processing. The 24-hour period between the cutoff time on day one and day two constitutes the WIC EBT processing day. The specified cutoff time must allow the WIC EBT Contractor sufficient time to originate ACH payments for next day settlement. The WIC EBT Contractor shall maintain ledger accounts at the household, category/subcategory and agency/clinic levels. Subsequent to cutoff, the WIC EBT system must be balanced and reconciled. For each account, the end of day net position is equal to: opening balance + credits - debits = End of day balance.
- 3.3.5.7. At a minimum, reconciliation procedures shall include:
 - 3.3.5.7.1. Household account daily beginning category/subcategory balance and net purchases versus the ending balance;
 - 3.3.5.7.2. Household net redemptions in dollar value versus acquirer settlement values;
 - 3.3.5.7.3. Total funds entering, exiting, and remaining in the System each day;
 - 3.3.5.7.4. The net settlement value of all transactions to the sum of the net settlement values for all program types;
 - 3.3.5.7.5. The net settlement value of cardholder account adjustments to the sum of the net settlement value of adjustments settled to WIC Authorized Vendors and acquirers;
 - 3.3.5.7.6. The net settlement value of all transactions to the sum of the net settlement values for all projects/clinics; and
 - 3.3.5.7.7. Net redemptions in dollar value versus the daily suspense transactions in dollar value that overlap daily ACH cut-off times plus the current daily activity in dollar value.

- 3.3.5.7.8. As part of System balancing and reconciliation, the WIC EBT Contractor shall determine the total amount of funds necessary to reimburse its accounts for the total credits due to WIC EBT acquirers. The information generated during System cutoff and balance processing shall be used by the WIC EBT Contractor to prepare the daily settlement files.
- 3.3.5.7.9. The Vendor shall assist the MSDH WIC Program in resolving reconciliation issues. Please describe the processes and procedures that will be used to reconcile the EBT accounts, including the identification, research and resolution of reconciliation issues.
- 3.3.5.7.10. The WIC EBT Contractor shall provide initial reconciliation training to designated MSDH WIC Program State Office staff as part of MSDH WIC Program training prior to the start of pilot operations. This training can occur as part of the training for UAT at the option of the WIC EBT Contractor. As processes and procedures change, the WIC EBT Contractor may be required to provide additional training as needed.
- 3.3.5.7.11. Please describe the topics to be covered and the method of training MSDH WIC Program State Office staff.

3.3.5.8. Settlement

- 3.3.5.8.1. The WIC EBT Contractor will be responsible for initiating next Business Day settlement of funds to WIC Authorized Vendors and TPPs, directly or through financial networks, financial institutions or other payment intermediaries.
- 3.3.5.8.2. The WIC EBT Contractor will set up, own and reconcile a clearing account used for daily settlement for the exclusive use of the MSDH WIC Program. The WIC Authorized Vendor shall be reimbursed for the sale of an approved food item purchase at either the requested food item price or the MARL price, whichever is lower. The WIC EBT Contractor will notify the MSDH WIC Program of funds to be transferred that day. The MSDH WIC Program will then initiate a wire transfer of funds into the bank account created by the WIC EBT Contractor for the MSDH WIC Program. The WIC EBT Contractor will create an ACH transaction to move funds from that bank account to facilitate

settlement to applicable WIC Authorized Vendor, acquirer and TPP accounts.

- 3.3.5.8.3. Funds shall be deposited into a zero balance clearing account maintained by the WIC EBT Contractor on behalf of the MSDH WIC Program for the settlement of WIC EBT transactions. At a minimum, WIC Authorized Vendors and TPPs shall receive payment for approved, cleared transactions within two (2) Business Days of the settlement date of the transaction. If an acquirer or TPP exists between the WIC EBT system and the WIC Authorized Vendor, then the WIC EBT Contractor will settle with the first entity downstream. Payments transmitted to the WIC Authorized Vendor's settlement bank will be reconciled to the settlement bank's report of payments submitted to the Federal Reserve for the MSDH WIC Program.
- 3.3.5.8.4. Please describe the settlement processes and procedures that will be used.
- 3.3.5.8.5. ACH transactions that are rejected due to inaccurate account information or closed accounts shall be researched by the WIC EBT Contractor and, when possible, corrected and re-sent to the WIC Authorized Vendor, TPP or acquirer account. The WIC EBT Contractor must return to the MSDH WIC Program any funds that could not be settled to the WIC Authorized Vendor, acquirer or TPP within ninety (90) Calendar Days of the initial ACH. If the responsibility for single function POS terminal acquiring is subcontracted, the subcontractor must also return any rejected settlement funds to the MSDH WIC Program within ninety (90) Calendar Days.
- 3.3.5.8.6. At a minimum, the WIC EBT Contractor shall provide the following information for each unsettled payment returned to the MSDH WIC Program: transfer type, total amount, attempted settlement date(s), WIC Authorized Vendor/acquirer/TPP name, WIC Authorized Vendor number, and bank account number (including the bank routing number). Additional data elements may be required if/when FNS issues written procedures to address unsettled funds.
- 3.3.5.8.7. Please describe the processes and procedures that will be used to handle rejected ACH transactions.

3.3.6. WIC EBT Service Performance Standards

- 3.3.6.1. Identify a single point of contact between the WIC EBT Contractor and the MSDH WIC Program for all communications on all System-related issues, such as implementation, development, testing, etc. This may be the Project Manager or some other Key Position role the WIC EBT Contractor may select at its discretion. Identify the level of decision making authority this position will have.
- 3.3.6.2. Detail the proposed levels of staffing, including technical staff, to ensure all implementation and on-going operational tasks and responsibilities are completed in a timely and accurate manner. At a minimum, staffing shall be such that the following service level agreements (SLAs) can be met:
 - 3.3.6.2.1. Notifying designated MSDH WIC Program staff within one (1) hour in the event a situation occurs that might adversely affect system implementation and/or on-going system operations.
 - 3.3.6.2.2. Providing a high level written summary of a system change request (CR) within fifteen (15) Calendar Days of the request from designated MSDH WIC Program staff; providing written estimates/design documents to designated MSDH WIC Program staff within thirty (30) Calendar days of the approval of the CR document for small to medium (99 or less hours) system modifications. Larger CRs (in excess of 100 hours) must be estimated within sixty (60) Calendar days.
 - 3.3.6.2.3. Providing appropriate technical staff so that approved CRs of less than 100 hours are implemented within ninety (90) Calendar days of MSDH WIC Program approval and approved change requests of 100 hours or more are implemented within one hundred twenty (120) Calendar Days of MSDH WIC Program approval.
 - 3.3.6.2.4. Providing appropriate technical staff for the timely correction of all system defects so that 95% are corrected within five (5) Business Days from WIC EBT Contractor's knowledge of the defect. A temporary work-around for critical system defects that prevent the uploading of participant benefit data and/or card activation, the timely distribution of updated APLs, or the timely processing of Authorized WIC Vendor transactions must be developed/ implemented within 24 hours.

Table 1: Defect Classification Criteria

Priority Level	Criteria	# Of Days to Correct Defect
5	Critical Component Failure: Does not allow testing to continue Major malfunction in the System Defect found in the processing component of the System	Within 1 business day
4	Major Component Failure: Does not allow testing to continue Defect or malfunction in certain areas of the System Problem must be resolved	Within 1 business day
3	Minor Functional Problem: Testing can continue Functions in certain components do not work properly Components can still work with other components of the System	Within 3 business days
2	Minor Issue: Testing can continue Minor editing error found in a System component Cosmetic change needed	Within 15 business days
1	Minor Issue with Alternative Process/Work Around: Testing can continue Design clarification issue Implementation issue Continuation of Priority Level 1: Minor editing error found in a System component Cosmetic change needed Future enhancement to the System	Within 15 business days

- 3.3.6.3. Meeting the following performance standards for customer service call handling:
 - 3.3.6.3.1. Calls shall be answered by the ARU within two (2) rings (2 rings are defined as approximately fifteen (15) seconds). A call that is answered but immediately put on hold is not considered answered.
 - 3.3.6.3.2. The call abandonment rate must not exceed 3% averaged over the month. A call is considered abandoned if the caller hangs up after 120 seconds from the end of requesting to speak with a live CSR.
 - 3.3.6.3.3. Callers transferred by the ARU to a Customer Service Representative shall be placed on-hold for no longer than sixty (60) seconds.
 - 3.3.6.3.4. Provide appropriate customer service center staff so that all incoming calls are answered within an appropriate timeframe. Answering a call and immediately placing the caller on further hold is not acceptable. The incoming customer service center call abandonment rate shall not exceed 3% of calls per month.
- 3.3.6.4. Providing appropriate WIC EBT Contractor support staff so that all WIC Vendors and/or TPPs have completed the appropriate agreements for transaction processing and payment, that Vendor POS systems have been certified, and/or that stand beside terminals have been distributed and set-up for those Vendors requiring them prior to when EBT is implemented in those areas.

3.3.7. WIC EBT Operating Performance Standards

Throughout the WIC EBT Contractor scope of work, service levels have been established. Table 2 identifies key operating performance standards and what would be considered a performance deficiency.

Table 2: Key Operating Performance Standards

Operating Performance Standard	Performance Deficiency
EBT System Uptime and Data Transmission The WIC EBT Contractor's host system shall be available 99.5% of scheduled uptime, 24-hours a day, 7 days per week, and 365 days per year. EBT hot back-up site to begin processing transactions within one (1) hour of a disaster declaration.	Failure of the total EBT system within the EBT processor's control to be "up" 99% of the scheduled uptime measured on a monthly basis.

Operating Performance Standard	Performance Deficiency
<p>Scheduled Maintenance</p> <p>The WIC EBT Contractor shall schedule any downtime needed for routine system maintenance during off-peak periods. A schedule of such routine maintenance downtime shall be provided at least thirty (30) Calendar Days in advance to the MSDH WIC Program. The MSDH WIC Program shall be notified immediately of the need for any unscheduled downtime to address system issues.</p>	<p>Exceeding two hours of unscheduled maintenance downtime in a calendar month unless in receipt of advance approval from the MSDH WIC Program</p>
<p>Settlement and Reconciliation</p> <p>WIC Authorized Vendors and TPPs shall receive payment for approved, cleared transactions within two (2) Business Days of the settlement date of the transaction.</p> <p>The WIC EBT Contractor must return to the MSDH WIC Program any funds that could not be settled to the WIC Authorized Vendor, acquirer or TPP within ninety (90) Calendar Days of the initial ACH.</p>	<p>Failure to settle cleared transactions 98% of the time.</p> <p>Failure to return not settled transactions within ninety (90) calendar dates.</p>
<p>Acceptance of File Transmissions</p> <p>The Vendor shall identify and begin processing all files received from the state in sequential order within ten (10) minutes of receipt.</p>	<p>Failure of the Vendor or EBT System to begin processing files within ten (10) minutes two times within one calendar month.</p>
<p>Benefit Availability</p> <p>Participant benefits shall be available at midnight <u>12:01 a.m.</u> on their first day to use.</p>	<p>Failure to have benefits available by midnight on the first date to use 100% of the time.</p>
<p>Cardholder Account Adjustments</p> <p>The EBT Contractor shall investigate and complete MSDH WIC Program or retailer initiated cardholder or retailer adjustments within 10 business days of the date the adjustment request is initiated.</p>	<p>Failure to investigate and complete an adjustment within 10 business days.</p>

Operating Performance Standard	Performance Deficiency
<p>Inaccurate Transactions</p> <p>The WIC EBT Contractor shall ensure the accuracy of the proposed WIC EBT system so that no more than two (2) inaccurate WIC EBT transactions for every 10,000 WIC EBT transactions processed occurs. The transactions to be included in measuring system accuracy includes all transactions occurring at POS terminals and processed through the host computer, and all credits to WIC EBT accounts.</p>	<p>Failure to maintain an accuracy standard of no more than two (2) errors per every 10,000 EBT transactions within a calendar month.</p>
<p>Customer and Retailer Help Desk Performance, Automated</p> <p>Calls shall be answered by the ARU within two (2) rings (2 rings are defined as approximately fifteen (15) seconds). A call that is answered but immediately put on hold is not considered answered.</p> <p>The call abandonment rate must not exceed 3% averaged over the month. A call is considered abandoned if the caller hangs up after 120 seconds from the end of requesting to speak with a live CSR.</p>	<p>Failure to answer ARU calls within 2 rings, 99% of the time.</p> <p>Call abandonment rate exceeds 3% averaged over a month</p>
<p>Customer and Retailer Help Desk Performance, Live</p> <p>95% of callers transferred by the ARU to a Customer Service Representative shall be placed on-hold for no longer than sixty (60) seconds.</p> <p>Provide appropriate customer service center staff so that all incoming calls are answered within an appropriate timeframe. Answering a call and immediately placing the caller on further hold is not acceptable. The incoming customer service center call abandonment rate shall not exceed 3% of calls per month.</p>	<p>Failure to answer 85% of calls within four (4) rings measured over a 2-month period.</p> <p>Failure to answer 90% of all calls to CSRs within 2 minutes measured over a 2-month period.</p>
<p>Customer Service Complaints</p> <p>The EBT Contractor must respond to customer service complaints within the following timeframes:</p>	

Operating Performance Standard	Performance Deficiency
<ul style="list-style-type: none"> • Priority One: four (4) hours (e.g., card and account issues that negatively impact a cardholder's ability to access benefits). • Priority Two: three (3) business days (e.g., rudeness or other issues that do not impact a cardholder's ability to access benefits). 	<p>Priority One: Failure to respond within four (4) hours.</p> <p>Priority Two: Failure to respond within three (3) business days.</p>
<p>Stand Beside POS Equipment Installation</p> <p>During MSDH WIC Statewide WIC EBT implementation, WIC Authorized Vendors requiring stand beside units shall be sent the units at least four (4) <u>three (3)</u> weeks prior to when the WIC clinics served by that WIC Authorized Vendor are converted to EBT. This will allow the WIC EBT Contractor time to install and test the equipment and train staff.</p> <p>After implementation, 100% of POS terminals shall be installed and operational within 14 calendar days after the EBT Contractor receives notification of retailer authorization from MSDH measured within a 90-day rolling period. Retailer initiated delays are not included.</p>	<p>During MSDH WIC Statewide WIC EBT implementation, failure to ship 90% of stand beside units, four (4) <u>three (3)</u> weeks prior to when the WIC clinics served by that WIC Authorized Vendor are converted to EBT.</p> <p>After implementation, failure to install 95% of the terminals within 14 calendar days of the EBT Contractor's receipt of notification of retailer authorization from MSDH measured within a 90-day rolling period, not including a delay in signing the contract by the retailer. Failure to follow up with a retailer who has not returned a contract within the allotted 10 calendar days.</p>
<p>EBT-Only POS Equipment Replacement</p> <p>The EBT Contractor must ship, via overnight express, replacement POS equipment within one (1) <u>two (2)</u> business days of a request for a replacement of faulty equipment.</p>	<p>Failure to ship replacement POS equipment via overnight express within one (1) <u>two (2)</u> business days of a request 98% of the time measured within a 30-day rolling period.</p>
<p>Card Readers and PIN Selection Equipment Replacement (if leased)</p> <p>The EBT Contractor must ship, via overnight express, replacement PIN selection terminals within one (1) business day of a request for a replacement.</p>	<p>Failure to ship a Card Readers and PIN selection terminal via overnight express within one (1) business day of a request for a replacement terminal 98% of the time measured on a monthly basis.</p>

Operating Performance Standard	Performance Deficiency
<p>Security Incident</p> <p>Security incident reporting requirements to include notification to the MSDH WIC Program (specifically to the MSDH WIC EBT Project Manager and Office of Health Informatics Security) of any instances of non-compliance to security measures within one (1) hour upon their discovery.</p>	<p>Any failure to notify the MSDH WIC Program within (1) hour upon discovery of a security incident.</p>
<p>Card and PIN Issuance</p> <p>When the cards are issued by mail, the EBT Contractor shall mail cards no later than the next business day after receipt of a card issuance request</p>	<p>Failure to mail cards and PINs in accordance with contractual requirements 98% of the time measured on a monthly basis.</p>
<p>Project Status Reporting – After Conversion or Implementation</p> <p>After system conversion, a monthly Status Report shall be provided once a month as specified by the MSDH WIC Program.</p>	<p>Failure to deliver status reports to the MSDH WIC Program on a monthly basis.</p>
<p>Response to Enhancement/Change Requests</p> <p>Providing a high level written summary of a system change request (CR) within fifteen (15) Calendar Days of the request from designated MSDH WIC Program staff, providing written estimates/design documents to designated MSDH WIC Program staff within thirty (30) Calendar days of the approval of the CR document for small to medium (99 or less hours) system modifications. Larger CRs (in excess of 100 hours) must be estimated within sixty (60) Calendar days.</p> <p>Providing appropriate technical staff so that approved CRs of less than 100 hours are implemented within ninety (90) Calendar days of MSDH WIC Program approval and approved change requests of 100 hours or more are implemented within one hundred twenty (120) Calendar Days of MSDH WIC Program approval.</p>	<p>Failure to provide a response to any Enhancement and/or Change request within the specified timeframe.</p> <p>Failure to complete any change request by the approved completion date.</p> <p>Failure to report progress in Status Reports.</p>

Operating Performance Standard	Performance Deficiency
<p>Response to Reported Defects</p> <p>The EBT Contractor shall respond to reported defects/system issues in a timely manner based upon defect priority.</p>	<p>Not responding to defects in a timely manner as specified by defect priority.</p> <p>Not including the reporting of defects in the Monthly Status Report.</p>
<p>End of Contract Transition</p> <p>After Completion of the contract established through this solicitation, the EBT Contractor shall cooperate with the MSDH WIC Program, its designees, and a different EBT Contractor during conversion to a different party.</p>	<p>Failure to provide information requested by the MSDH WIC Program, its designees, or a different Contractor that impairs in any way the transition of EBT services to a subsequent contractor.</p>
<p>Four-Digit Year Compliance</p> <p>The EBT Contractor shall warrant that it will provide only four-digit year compliant equipment, software, deliverables, and/or other services. This includes standardizing all screens and other graphic presentation of dates to a four-year digit. Four-digit year compliant equipment, deliverables, and/or other services can accurately process, calculate, compare, and sequence data, including without limitation, date data arising out of or relating to leap years and changes in centuries.</p>	<p>Failure to provide four-digit year compliant equipment, software, deliverables, and/or other services.</p>
<p>Viruses and/or Bombs</p> <p>The EBT Contractor shall warrant that the software provided by the EBT Contractor to the MSDH WIC Program, including software provided by third parties under this contract, shall contain no viruses, backdoors, bombs, or other software mechanisms, techniques, or devices designed to intercept and retransmit data, provide unauthorized use of system resources, disrupt, disable, or stop its processing of data.</p> <p>Any third-party software warranties against viruses or disruptive software which are provided by the</p>	<p>Failure to provide software, including third-party software, free of disruptive viruses, bombs, backdoors or other invasive or destructive techniques.</p>

Operating Performance Standard	Performance Deficiency
manufacturer, licensor, or seller of such software shall include the MSDH WIC Program as a direct beneficiary.	Failure to include the MSDH WIC Program as a direct beneficiary of any third-party software warranties.
Vendor Enablement Ensure sufficient coverage is available to MS WIC participants in areas ready to roll out. This is defined as having a minimum of 90% of the MSDH WIC Authorized Vendors in the pilot and each rollout area are certified as WIC EBT ready at least two (2) weeks before the Implementation of that district.	Failure to install 98% of single function solutions one (1) week prior to a region implementing WIC EBT. Failure to confirm enablement of vendors that would support 80% of District WIC redemptions one (1) week prior to a District implementing WIC EBT. <u>Failure to install stand beside devices to Vendors who have returned a Vendor agreement.</u>
Implementation Timeframes Once the schedule is established and approved, the WIC EBT Contractor shall be required to complete implementation milestones and provide deliverables per the established schedule.	Failure to meet agreed upon implementation timeframes for milestones and deliverables (delivery or finalization) that impacts the start dates for onsite UAT Pilot and rollout area(s).
Project Implementation Status Reporting Prior to the completion of statewide rollout, a weekly Status Report shall be provided to the MSDH WIC Program.	Failure to deliver status report to the MSDH WIC Program on a weekly basis.

3.4. Project Deliverables and Expectations

- 3.4.1. The WIC EBT Contractor shall be required to provide project deliverables and documentation for review and approval by the MSDH WIC Program. Electronic copies of the draft and final documentation and deliverables must be supplied to the MSDH WIC Program through the use of a secure electronic document depository, managed by the WIC EBT Contractor. Electronic copies shall be provided in MS Office 2010 format, unless otherwise specified within this solicitation or by the MSDH WIC Program.
- 3.4.2. MSDH WIC Program comments will be provided to the WIC EBT Contractor within ten (10) Business Days of the receipt of the draft. Within five (5) Business Days of receipt of MSDH WIC Program comments, and after incorporating such comments, the final draft of the documentation shall be delivered to the MSDH WIC Program. The MSDH WIC Program

desires to keep deliverable review and revision cycles to a minimum. Deliverables are not considered final until the MSDH WIC Program has approved the deliverable in writing. Acceptance by the MSDH WIC Program will be in the form of a written acknowledgement that the Deliverable meets the requirements as specified in this RFP.

- 3.4.3. The WIC EBT Contractor shall be required to update and maintain project deliverables and documentation for the duration of the Contract. The approved deliverables and documentation shall be updated to reflect changes in system design or operations or as requested by the MSDH WIC Program. The timing for project deliverables and documentation updates will be included as part of each change request.
- 3.4.4. Deliverables requiring periodic updates will be submitted according to the document update schedules included in the description of each deliverable in the associated sections of the RFP.
- 3.4.5. Timelines for the initial submission of deliverables are provided in Table 3. Details as to what shall be in each deliverable are provided in subsequent sections. Prospective WIC EBT Contractors shall submit the following deliverables within the timeframe listed for each deliverable in Table 5. If a deliverable due date falls on a weekend or MSDH holiday, then the deliverable is due on the next business day.
- 3.4.6. The WIC EBT Contractor can combine plans or manuals as appropriate. The WIC EBT Contractor shall gain prior approval to combine any deliverables.

Table 3: List of Project Deliverables

#	Deliverable	Deliverable Timeline	RFP Response Deliverable Label
1	DRAFT Project Management Plan	Submit with bid proposal	Appendix A: DRAFT Project Management Plan
1.1	FINAL Project Management Plan	15 calendar days from Contract execution date	
2	DRAFT Project Work Plan and Schedule	Submit with bid proposal	Appendix B: DRAFT Project Work Plan and Schedule
2.1	FINAL Project Work Plan and Schedule	30 Calendar Days from Contract execution date	
3	Communication and Coordination Plan	30 Calendar Days from Contract execution date	

#	Deliverable	Deliverable Timeline	RFP Response Deliverable Label
4	Kick-Off Meeting	Within 30 days from contract execution	
5	Joint Application Design (JAD) Sessions	Within 90 calendar days from contract execution	
6	Status Reports	Weekly during implementation; for six months after statewide rollout	Appendix C: Status Report Template
7	Card Design	60 calendar days prior to UAT start date	
8	ARU Flow Design	60 calendar days prior to UAT start date	
9	Cardholder Web Portal Design	60 calendar days prior to UAT start date	
10	Vendor Web Portal Design	60 calendar days prior to UAT start date	
11	UAT Testing Plan	60 calendar days prior to UAT start date	Appendix D: Sample UAT Testing Plan
12	UAT Completion Report	Three (3) business days from MSDH WIC Program declaring completion of UAT date	
13	Implementation Plan	60 calendar days prior to Pilot start date	Appendix E: Sample Implementation Plan
14	Performance Testing Report	30 calendar days prior to the Pilot end date	
15	Pilot Completion Report	Three (3) business days from MSDH WIC Program declaring completion of Pilot date	
16	Statewide Implementation Completion Report	15 calendar days from end of last MSDH WIC Statewide Implementation	

#	Deliverable	Deliverable Timeline	RFP Response Deliverable Label
		/ Rollout Wave Completion	
17	Systems Operations and Interface Procedures Manual	30 calendar days prior to UAT start date	
18	Disaster Recovery Plan	90 calendar days from Contract execution date	
19	Security Plan	90 calendar days from Contract execution date	
20	Training Plan, Training Manual, and Training Materials	60 calendar days prior to UAT start date	
21	Reports Manual	60 calendar days prior to UAT start date	Appendix F: Sample Reports Manual
22	Authorized WIC Retail Vendor Enablement and Certification Plan	90 calendar days from Contract execution date	
23	Authorized WIC Vendor and Third Party Agreements	30 calendar days prior to UAT start date	
24	Settlement and Reconciliation Manual	30 calendar days prior to UAT start date	Appendix G: Sample Settlement and Reconciliation Manual
25	Administrative Functions Manual	30 calendar days prior to UAT start date	
26	Customer Service Plan	90 calendar days from contract execution date	
27	MSDH WIC Program Project Manager Review Support Reports	Monthly during implementation	
28	Interface Control Document for all Interfaces	90 calendar days from contract execution date	
29	Configuration Management/Release Management Plan	90 calendar days from contract execution date	

#	Deliverable	Deliverable Timeline	RFP Response Deliverable Label
30	Service Level Agreement Compliance Plan	90 calendar days from contract execution date and updated annually	
31	Business Continuation and Contingency Plan	60 calendar days before the last agency is scheduled to begin issuance of WIC EBT	
32	Summary of the results of any recent Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 1 or SOC 2 audits of the hosting/data center and/or plans to conduct such audits. If the last assessment was using the Statement on Auditing Standards No. 70, Service Organizations (SAS-70), then please describe the results of that assessment.	Submit with bid proposal and annually thereafter	Appendix H: Recent SSAE Audit Results

3.5. Project Management

3.5.1. Project Staffing. The WIC EBT Contractor's project team shall include the following Key Positions:

3.5.1.1. Implementation Project Manager

This position shall lead the WIC EBT Contractor's team and will be responsible for the overall management of the project and the completion of all required tasks and activities during the Implementation phase. The Implementation Project Manager will be required to be on site in Ridgeland, MS when requested by the MSDH WIC Program to support critical needs related to the implementation. Please include the name, relevant experience, and qualifications of the proposed person. WIC EBT Contractor shall provide a Curriculum Vitae (CV) for the resource proposed for this position.

3.5.1.2. WIC EBT Operations Manager

This position shall lead the WIC EBT Contractor's team once MSDH WIC statewide implementation is completed and the System moves to the Operations and Maintenance Phase. The WIC EBT Contractor may utilize the same person for both implementation and operations and maintenance at its

discretion. Please include the name, relevant experience, and qualifications of the proposed person. WIC EBT Contractor shall provide a Curriculum Vitae (CV) for the resource proposed for this position.

3.5.1.3. WIC EBT Contractor's WIC Vendor Manager

This position shall lead the WIC EBT Contractor's vendor enablement and certification efforts during the WIC EBT Project Implementation Phase, and assist the MSDH WIC Program in ongoing WIC Vendor management during the Operations and Maintenance Phase. WIC EBT Contractor may propose using a different person during the Implementation and Operations and Maintenance Phases at its discretion. Please include the name, relevant experience, and qualifications of the proposed person(s). WIC EBT Contractor shall provide a Curriculum Vitae (CV) for the resource proposed for this position. Responsibilities of this position will include:

3.5.1.3.1. Assessment of WIC Vendor readiness.

With the support of a planning contractor, the MSDH WIC Program has conducted a survey of potential WIC Vendors (current SNAP authorized vendors). The WIC EBT Contractor shall be responsible for follow-up and validation of the WIC Vendor Readiness during the Vendor Enablement and Certification process;

3.5.1.3.2. Coordination and execution of WIC Vendor and third party processor (TPP) agreements;

3.5.1.3.3. Coordination and execution of technical support provided to WIC Vendor and TPPs as needed as they modify their POS systems to integrate with the EBT system;

3.5.1.3.4. Management and oversight of the installation of the stand beside WIC EBT terminals for those Vendors that do not have integrated POS systems; and

3.5.1.3.5. Coordination and Certification of WIC Vendor POS systems at least two (2) weeks in advance of Pilot and each Rollout wave. Reports detailing the status of each Vendor in the district must be submitted to the MSDH WIC EBT Project Manager at least two (2) weeks in advance of Pilot and each Rollout.

3.5.1.4. Technical System Lead

This position shall lead the WIC EBT Contractor's technical team during the WIC EBT Project Implementation Phase, and assist the MSDH WIC Program in ongoing technical management during the Operations and Maintenance Phase.

WIC EBT Contractor may propose using a different person during the Implementation and Operations and Maintenance Phases at its discretion. Please include the name, relevant experience and qualifications of the proposed person. WIC EBT Contractor shall provide a Curriculum Vitae (CV) for the resource proposed for this position. Responsibilities of this position will include;

3.5.1.4.1. System design support;

3.5.1.4.2. Coordination and execution of the system interface between the MIS and EBT systems; and

3.5.1.4.3. Coordination and execution of WIC EBT system configuration.

3.5.1.5. Test Manager

This position shall lead the WIC EBT Contractor's testing team during the WIC EBT Project Implementation Phase and assist the MSDH WIC Program in ongoing test management during the Operations and Maintenance Phase. The WIC EBT Test Manager will be required to be on site in Ridgeland, MS as needed or when requested by the MSDH WIC Program to support UAT training and UAT execution. Please include the name and relevant experience and qualifications of the proposed person. WIC EBT Contractor shall provide a Curriculum Vitae (CV) for the resource proposed for this position. Responsibilities of this position will include:

3.5.1.5.1. System life cycle testing oversight during both Implementation and Operations and Maintenance Phases;

3.5.1.5.2. UAT testing oversight and support (this includes any UAT test environment/test scenario set up required in advance of the actual execution of UAT);

3.5.1.5.3. Pilot testing oversight and support;

3.5.1.5.4. Test script development; and

3.5.1.5.5. Test reports.

3.5.1.6. Quality Assurance Manager

This position shall lead the WIC EBT Contractor's Quality Assurance efforts during the WIC EBT Project Implementation Phase and assist the MSDH WIC Program in ongoing Quality Assurance management during the Operations and Maintenance Phase. WIC EBT Contractor may propose using a different person during the Implementation and Operations and Maintenance Phases at its discretion. Please include the name, relevant experience, and qualifications of the proposed person. WIC EBT Contractor shall provide a Curriculum Vitae

(CV) for the resource proposed for this position. Responsibilities of this position will include:

- 3.5.1.6.1. Establishes quality standards and procedures to be employed throughout the Implementation and Operations and Maintenance Phases;
 - 3.5.1.6.2. Reviews Contactor Project Deliverables before submission to ensure quality, consistency and conformity with documentation standards; and
 - 3.5.1.6.3. Reviews and deploys testing processes and assures results are in compliance with Test Plans and expected results.
- 3.5.1.7. Please note that the positions described in Sections 3.5.1.1 through 3.5.1.6 are designated by the MSDH WIC Program as Key Positions. Please note that the WIC EBT Contractor must receive prior written MSDH WIC Program approval for changes to personnel who fill the role of any of the Key Positions described in Section 3.5.1 of this RFP Attachment. The MSDH WIC Program also reserves the right to reject any replacement and reserves the right to request a replacement should the MSDH WIC Program deem it necessary.
- 3.5.1.8. In the bid response, the Offeror shall thoroughly describe the organization of its proposed project team, provide an organizational chart that shows the entire project team (not just the Key Positions), and identify the Key Positions noted above by name, position title, and key responsibilities. The organization chart shall show lines of authority among and between the various positions and any subcontractors that may be used on this project. The WIC EBT Contractor shall also indicate which, if any, of the positions will be hired upon Contract award. A letter of intent to accept employment shall be included for any such positions that will be hired after Contract award.
- 3.5.1.9. The MSDH WIC Program does not expect that all personnel who fill the role of any of the Key Positions will be on site in Ridgeland, MS at all times during the Implementation and Operations and Maintenance Phases of the Contract. The MSDH WIC Program does expect that the WIC EBT Contractor will provide on-site support during critical time periods such as UAT, Training, JADS, and key project meetings (such as the Kick-Off Meeting). The WIC EBT Contractor shall ensure that the Key Position resources are readily available to the MSDH WIC Program and that those resources will be able to fully support the MS WIC EBT project. The WIC EBT Contractor shall describe how the MSDH WIC Program will be able to contact WIC EBT Contractor Key Position resources when those resources are not on-site in Ridgeland, MS, and the

escalation path that would be followed to ensure that the MSDH WIC Program can establish contact with the personnel who fill the role of any of the Key Positions when critical needs arise.

- 3.5.1.10. The WIC EBT Contractor shall provide a means to contact Key Position resources during critical project periods between the hours of 7:00 AM and 7:00 PM CT.

- 3.5.2. Project Management Plan. The WIC EBT Contractor must provide a Project Management Plan that outlines the project management approach that will be used for this project. The Project Management Plan (PMP) is the overarching “umbrella” Plan that defines how the project is executed, monitored, controlled, and closed. WIC EBT Contractor shall include a draft PMP with its proposal, with a final plan due no later than fifteen (15) Calendar Days from Contract execution. The PMP shall (at a high level), describe the WIC EBT Contractor’s approach to:

- 3.5.2.1. Scope Management
- 3.5.2.2. Schedule Management
- 3.5.2.3. Quality Management
- 3.5.2.4. Staffing Management
- 3.5.2.5. Communications Management
- 3.5.2.6. Risk and Issues Management
- 3.5.2.7. Capacity Management
- 3.5.2.8. Status Reporting
- 3.5.2.9. Change Management Project Governance
- 3.5.2.10. Training Management
- 3.5.2.11. Test Management
- 3.5.2.12. Security Management
- 3.5.2.13. Disaster Recovery
- 3.5.2.14. Customer Service Support
- 3.5.2.15. Configuration Management / Release Management Documents
- 3.5.2.16. Deliverables and Records Management

- 3.5.3. Kick-Off Meeting.

The WIC EBT Contractor shall participate in a kick-off meeting within four (4) weeks of Contract award. The WIC EBT Contractor shall conduct a kick-off meeting with appropriate MSDH WIC Program staff to be held at the MSDH WIC Program State Office in Ridgeland, MS. The kick-off meeting will elaborate and decide on the general approach, plan, and methods for implementing WIC EBT for MS.

- 3.5.4. Joint Application Design (JAD) Sessions.

In the bid response, the Offeror shall propose an approach, timeframe, and types of JAD sessions the WIC EBT Contractor will facilitate to develop the specific requirements to implement the EBT system. The WIC EBT Contractor must have designated staff who are not facilitating the meeting present and available to document decisions and action items. All JAD sessions shall be conducted in Ridgeland, MS.

3.5.5. Implementation Communications

In the bid response, the offeror shall explain the WIC EBT Contractor's process, frequency, format, and submission timeline for meetings, for providing status reports, for coordinating conference calls and for in person visits during implementation. Explain how the WIC EBT Contractor will provide a written summary including, but not limited to, the current status of the WIC EBT Contractor's activities (completed since last update, new since last update, scheduled since last update, etc.), accomplishments, action items (those to be completed by the WIC EBT Contractor and by the MSDH WIC Program), and any new or changed risks or issues. During implementation, status reports will be weekly and shall include such topics as:

- 3.5.5.1. Tasks accomplished this period,
- 3.5.5.2. Deliverables submitted this period,
- 3.5.5.3. Outstanding tasks/deliverables,
- 3.5.5.4. Risk tracking log, and
- 3.5.5.5. Outstanding problems, issues, and changes.

3.5.6. Operations and Maintenance Phase Communications.

In the bid response, the Offeror shall explain the WIC EBT Contractor's process, frequency, format, and submission time line for Operations and Maintenance Phase meetings, for providing status reports, for coordinating conference calls and for in person visits during the Operations and Maintenance Phase. Explain the process for providing a written summary including, but not limited to, the current status of the WIC EBT Contractor's activities (completed since last update, new since last update, scheduled since last update, etc.), accomplishments, action items (those to be completed by the WIC EBT Contractor and by the MSDH WIC Program), and any new or changed risks or issues. Operations and Maintenance Phase status reports will be monthly during the first six (6) months and as requested thereafter and will include such topics as:

- 3.5.6.1. Defects and defect resolution,
- 3.5.6.2. Risk tracking log,
- 3.5.6.3. Service Level Agreement (SLA) attainment, and
- 3.5.6.4. Change Request status.

3.5.7. Project Work Plan and Schedule

- 3.5.7.1. Describe the WIC EBT Contractor's process, frequency, and format for providing and maintaining a Project Work Plan that meets the following minimum requirements.
- 3.5.7.2. Detailed project schedule including tasks required for the modification and implementation of the EBT processing system. Once the project schedule is approved by the MSDH WIC Program, any changes to key project dates and milestones must be approved by the MSDH WIC Program. Delays in meeting approved milestone dates may result in a holdback for payment of project deliverables associated with the delayed milestones.
- 3.5.7.3. Work Breakdown Structure (WBS) that provides a graphic depiction that defines the tasks associated with the objectives for the entire scope of the project. The WBS shall be a breakdown of the work to be executed by the entire project team and indicate task dependencies along with start and end dates. The WBS shall include all project deliverables, milestones, and activities at a level that allows the MSDH WIC Program to be able to track progress towards completion.
- 3.5.7.4. Project staffing that describes the overall staffing approach for the project during implementation and on-going operations. The staffing approach shall include the WIC EBT Contractor's key staff as well as any key subcontractor staff. Please note that any changes to personnel who fill the role of any of the Key Positions must be pre-approved by the MSDH WIC Program.
- 3.5.7.5. Project tasks and deliverables that describe what is required to accomplish the work detailed in the work break down structure.
- 3.5.7.6. Any changes to the Project Work Plan must be approved by the MSDH WIC Program. The Plan shall be updated with actual completion dates when final key deliverables are accepted by the MSDH WIC Program. A draft Project Work Plan shall be included with the WIC EBT Contractor's proposal, with a final Plan due no more than thirty (30) Calendar Days from Contract execution for MSDH WIC Program review and approval.
- 3.5.8. Communication and Coordination Plan.

The WIC EBT Contractor must provide a Communication and Coordination Plan. The Plan shall include the WIC EBT Contractor's communication approach, including events such as status reports, conference calls, on-site visits, etc. The Plan shall include all stakeholders involved in the project, including the MSDH WIC Program, MSDH WIC Program contracted QA, the WIC MIS Maintenance & Enhancement (M&E) Contractor, ~~SPiRiT User Group~~, the local WIC agencies/clinics, the WIC EBT Contractor and its subcontractors, Authorized WIC Vendors, and other major related parties. The Communications and Coordination Plan shall detail how communications among and between stakeholders will be delivered and managed. This shall include coordination among the units of

the WIC EBT Contractor's project team, including project management, development, testing, customer service, WIC EBT Contractor support staff and subcontractors. A draft Plan is due not later than thirty (30) Calendar Days from Contract execution, with a final Plan due no more than sixty (60) Calendar Days from Contract execution for MSDH WIC Program review and approval.

3.5.8.1. The WIC EBT Contractor shall describe how the MSDH WIC Program will be able to contact WIC EBT Contractor personnel who fill the role of any of the Key Positions when those positions are not on-site in Ridgeland, MS, and the escalation path that would be followed to ensure that the MSDH WIC Program can establish contact with the personnel who fill the role of any of the Key Positions when those positions are not on-site.

3.5.8.2. The WIC EBT Contractor shall provide a means to contact personnel who fill the role of any of the Key Positions resources during critical project periods between the hours of 7:00 AM and 7:00 PM CT.

3.5.8.3. The WIC EBT Contractor shall provide an overview of the communications approach that will be used with this project.

3.5.9. WIC EBT Contractor shall provide a Quality Assurance (QA) Management Plan.

The Plan shall include the WIC EBT Contractor's quality assurance procedures that will include how the WIC EBT Contractor will ensure that the WIC EBT Project deliverables are of acceptable quality before they are delivered to the MSDH WIC Program. The QA Plan shall describe the WIC EBT Contractor's approach to the various testing levels (i.e. Development, Integration, User Acceptance, and Pilot) in both the Implementation and the Operations and Maintenance Phases, to ensure that the WIC EBT system meets the MSDH WIC Program's expectations and requirements. The QA Plan shall describe how quality is measured, when quality checks occur and how corrective actions are determined and implemented. The QA Plan shall describe how the WIC EBT Contractor will work with the MSDH WIC Program's QA Contractor. A draft QA Plan (consisting of a high level overview of the Contractor's QA processes) is due with the bid proposal. A final QA Plan is due not later than forty-five (45) Calendar Days from Contract execution for MSDH WIC Program review and approval.

3.5.10. Risk and Issues Management Plan.

WIC EBT Contractor shall provide a Risk and Issues Management Plan. The Plan shall include the WIC EBT Contractor's procedures for how they will identify, report, monitor, and recommend mitigation strategies for Risks and Issues. The Plan shall identify who on the WIC EBT Contractor's Project Team is responsible for these activities. A draft Risks and Issues Management Plan (consisting of a high level overview of the WIC EBT Contractor's Risk Management processes) is due with the bid proposal. A final Risks and Issues Plan is due not later than thirty (30) Calendar Days from Contract execution for MSDH WIC Program review and approval.

3.5.10.1. Risk Matrix and Issue Logs are also required as project control deliverables during the project.

3.5.11. Configuration Management/Release Management Plan

WIC EBT Contractor shall provide a Configuration Management/Release Management Plan. The Plan shall include the WIC EBT Contractor's procedures for how it manages configurable items and maintains version control over deliverables, code, test scripts, etc. The Plan must also describe the WIC EBT Contractor's Release Management processes, describing how the release schedule for common use code, MS specific code, and releases for defect remediation, including "hot fixes" if used. The Configuration Management / Release Management Plan must describe how the WIC EBT Contractor will coordinate releases with the WIC MIS Contractor. The Configuration Management and Release Management Plan is due no later than ninety (90) Calendar Days from Contract execution for MSDH WIC Program review and approval.

3.5.12. Service Level Agreement Compliance Plan

3.5.12.1.1. The WIC EBT Contractor shall provide a Service Level Agreement (SLA) Compliance Plan within ninety (90) Calendar Days of the Contract execution date.

3.5.12.1.2. The plan must include references to all service level requirements described in section 3.3 Compliance with Key Standards, Operational Specifications, and FNS Requirements

3.5.12.1.3. The Plan must be updated by the WIC EBT Contractor annually and approved by the MSDH WIC Program. Any resulting proposed SLA changes shall be processed in accordance with the change procedures detailed within the governing SLA. The review schedule will be determined during the review of the initial submission of the SLA Plan.

3.5.12.1.4. The SLA Plan shall contain the following for each SLA:

3.5.12.1.4.1. Description of the Service being provided;

3.5.12.1.4.2. Proposed minimum threshold of acceptable service level;

3.5.12.1.4.3. Penalties for not maintaining the minimum threshold of acceptable service level; and

3.5.12.1.4.4. Metric for how the SLA is to be measured and compliance will be reported.

3.5.12.1.5. In the bid response, the Offeror shall describe the Service Level Agreement Compliance Plan.

3.5.13. Partnerships and Contractual Relationships

The WIC EBT Contractor shall describe partnerships and contractual relationships when that partner or subcontractor is used to fulfill the requirements of the RFP. The types of service, contractual relationship and

the term of the Contract shall be described in the WIC EBT Contractor's response to the RFP.

3.6. Coordination with WIC MIS Contractor/Interface with MIS System

By the effective date of any Contract for WIC EBT awarded as a result of this RFP. It shall be incumbent upon the WIC EBT Contractor and the WIC MIS Contractor to fully cooperate and coordinate activities to ensure that the implementation of, and interface between, the EBT and the MIS systems occur smoothly and simultaneously.

3.6.1. Coordinate Interface with MIS

Explain the WIC EBT Contractor's process to coordinate with the WIC MIS Contractor to ensure that the two systems interface correctly and to make such modifications as may be necessary to accomplish a seamless interface for the initial implementation and on an on-going basis for any future modifications that may be required due to changes in Federal requirements, industry standards, and/or MSDH WIC Program requirements. The WIC EBT Contractor must prepare and submit an Interface Control Document (ICD) to document and provide the specifications for the interface points between the WIC MIS and the WIC EBT systems to the MSDH WIC Program within ninety (90) calendar days of contract execution.

3.6.2. Connectivity to MIS

In the ICD, describe the WIC EBT Contractor's services and hardware that will be used to establish and maintain high performance connectivity between the WIC EBT primary and back-up processing facilities and the primary and back-up WIC MIS processing facilities to ensure the availability of the WIC EBT system on a 24x7x365 basis for data, file, and/or record transmission except for scheduled downtime.

3.6.2.1. Batch Transmissions

In the ICD, explain the types and frequency of batch file transmission of WIC EBT processing and transaction data to the WIC MIS system that will routinely occur. This would include category/subcategory data, UPC data, MARL data, card holder/card management data, WIC vendor data, etc.

3.6.2.2. System Requirements for Interaction with the WIC MIS (SPIRIT)

The WIC EBT Contractor shall describe the minimum hardware configurations, including operating systems, required to access/operate the System from the computers being used at the MSDH WIC Program State Office level and the clinic level so that the MSDH WIC Program can verify that existing hardware/software used by staff is sufficient or whether an update is needed prior to implementation. Existing hardware specifications are identified in Section III. Technical Specifications 1 Enterprise Architecture Standards in this

Attachment. The System requirements for interaction with SPIRIT will be provided upon request.

3.6.3. Coordinate Schedules

Explain the WIC EBT Contractor's process to coordinate schedules and timelines to ensure that both systems are ready for UAT, pilot, and statewide roll-out and the process to resolve any scheduling conflicts that might arise. This will include internal testing between the WIC EBT and WIC MIS systems prior to UAT to certify readiness for UAT.

3.6.4. Coordinate Training

Explain the WIC EBT Contractor's process to coordinate training activities for UAT, pilot, and statewide roll-out to ensure that training is fully integrated.

3.7. Hosting Services/Data Operations Center

3.7.1. Data Operations Center

The WIC EBT Contractor shall be responsible for procuring, installing, configuring, operating, and maintaining all hardware, system operating software, hosting software, connectivity services, and other services that may be required to host and operate the designated EBT WIC system. All equipment, operating software and related licenses are the property of the WIC EBT Contractor and not the MSDH WIC Program. In the bid response, the Offeror shall provide a complete description of the hosting/data center facilities.

To assist in gauging system operating requirements, the current system statistics are below:

- Approximately 35 MSDH WIC Program State Office level users
- Approximately 600 local agency/clinic level users
- Approximately 400 concurrent system users on the average day
- 22 local WIC agencies (non-profits) and 119 individual WIC clinics (health departments)
- Approximately 400 active authorized WIC Vendor locations
- Average monthly participation of 90,000 participants representing approximately 55,000 households.

3.7.2. Future Expansion

The MSDH WIC Program has the potential to increase caseload by up to 5% per year. Please describe the WIC EBT Contractor's ability and methods to monitor system operations to determine if additional processing resources and capacity is required to maintain acceptable processing requirements and timeframes, as well as the ability of the WIC EBT Contractor to procure such resources in a timely manner should the need be identified.

If the WIC EBT Contractor's data center will host other States' WIC EBT applications (or other applications in general), the WIC EBT Contractor shall describe how it monitors system and database performance and is

able to scale the data center in advance of the needed expand to meet the MSDH WIC EBT processing requirements.

3.7.3. Data Environments

The WIC EBT Contractor shall ensure that MS data will not be commingled with any other organization's data in any of the environments. The WIC EBT Contractor shall provide the following data environments:

- 3.7.3.1. Production – where all 'live' real time processing data is maintained and stored. The production database shall be available on a 24x7x365 basis, except for scheduled downtime. The WIC EBT Contractor shall identify when scheduled downtime will occur.
- 3.7.3.2. MSDH WIC Program testing – where a current copy of production data is available for MSDH WIC Program testing purposes (UAT as well as subsequent system modifications). The testing database shall be available during normal business hours – Monday through Friday, 8:00 AM to 5:00 PM CT – during implementation and as needed during operations.
- 3.7.3.3. Weekend access may be required to test changes as well. This access will be coordinated with the WIC EBT Contractor at least one week in advance. NOTE: Access by local WIC staff for testing will be limited and controlled by the MSDH WIC Program through the issuance of user IDs and passwords.
 - 3.7.3.3.1. In the bid response, please describe how quickly a test environment could be made available to support testing efforts during operations, after implementation is complete.
- 3.7.3.4. MSDH WIC Program training – The training database shall be available during normal business hours – Monday through Friday, 8:00 AM to 5:00 PM CT for MSDH WIC Program staff training purposes during implementation and on-going operations for new MSDH WIC Program and local staff training.
- 3.7.3.5. Disaster recovery – the WIC EBT Contractor is responsible for furnishing and maintaining its own disaster recovery environment.
- 3.7.3.6. Development – the WIC EBT Contractor is responsible for furnishing and maintaining its own development and internal testing environments.
- 3.7.3.7. In the bid response, the Offeror shall provide a brief description of each environment.

3.7.4. System Performance

The WIC EBT Contractor shall be responsible for monitoring system operations and providing database management to assure maximum

system performance. The WIC EBT Contractor shall describe the methods that will be used.

Performance testing shall be described in the Implementation Plan. This shall include how the WIC EBT Contractor will support performance testing during the Implementation Phase, as well as periodic performance testing during the Operations and Maintenance Phase. The WIC EBT Contractor shall propose the frequency for performance testing during the Operations and Maintenance Phase, with a minimum of at least annual performance testing.

3.7.5. System Security

The WIC EBT Contractor shall be responsible for providing a comprehensive security program that meets applicable MSDH WIC Program and Federal requirements to protect the integrity and confidentiality of program data. This shall include WIC participant, WIC Authorized Vendor, and MSDH WIC Program employee data. This program shall include administrative, physical, technical, and system controls. It is the expectation that the security program will be based on electronic funds transfer (EFT) industry standards.

3.7.5.1. Any annual Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 1 or SOC 2 audit of the hosting/data center, performed for the MS SNAP program, shall be also submitted to the MSDH WIC Program.

3.7.5.2. The WIC EBT Contractor shall follow industry standards defined for online WIC EBT systems. These standards include:

3.7.5.2.1. Security of data exchange and interface between the WIC EBT system and MSDH WIC MIS (SPIRIT)

3.7.5.2.2. Encryption of PINs (Security for selection and use of PINs by MS WIC participants shall adhere to FNS guidelines and industry standards such as Triple Data Encryption Standard (DES) algorithm or higher encryption methods.)

3.7.5.2.3. Secure maintenance of PIN data

3.7.5.3. The WIC EBT Contractor shall secure access to WIC EBT data via:

3.7.5.3.1. The interface with SPIRIT;

3.7.5.3.2. The WIC EBT system's web administrative access;

3.7.5.3.3. A cardholder web portal, ARU, and customer service center;

3.7.5.3.4. A WIC Authorized Vendor web portal and customer services;

3.7.5.3.5. A smartphone (using an app or mobile access to the web portal), as applicable. In the bid response, the

Offeror shall describe the Contractor's ability to support a participant receiving a text via smartphone of remaining benefits; and

- 3.7.5.3.6. WIC EBT user access roles and authentication methods.
- 3.7.5.4. Secure maintenance of data by the WIC EBT Contractor
- 3.7.5.5. Secure facilities housing the WIC EBT system and the fail over system
- 3.7.5.6. Secure data exchange between WIC Authorized Vendor ECR and POS systems and the WIC EBT system
- 3.7.5.7. Secure transaction processing
- 3.7.5.8. Secure settlement to WIC Vendors and TPPs
- 3.7.5.9. A Security Plan is due no later than ninety (90) calendar days from Contract execution for MSDH WIC Program review and approval. The WIC EBT Contractor shall update the plan throughout the life of the Contract as industry standards change, new MSDH WIC Program and/or Federal requirements are issued, or new security concerns are discovered. The Security Plan shall address the following:
 - 3.7.5.9.1. The location and description of the controls at each of the physical facilities where contract-related activities occur to protect data from unauthorized use and access, such as entrance security, use of access cards, restricted access areas, Closed Circuit Television (CCTV), fire protection, etc.
 - 3.7.5.9.2. The types of controls over the hosting environment hardware and software to protect data from unauthorized use and access, such as communication access controls, user identification and authentication, system access and audits controls, transaction communications controls, discretionary access controls, separation of duties, data destruction procedures, etc.
 - 3.7.5.9.3. Controls over unissued cards that safeguard against loss, theft, and/or abuse, including ensuring adequate controls are in place if the service is subcontracted.
 - 3.7.5.9.4. Controls over PINs that ensure confidentiality during PIN generation, issuance, storage, and verification. A Triple Data Encryption Standard (DES) algorithm shall be used to control all PINs.

- 3.7.5.9.5. The virus and malware controls to protect data from unauthorized use, access, contamination or corruption.
- 3.7.5.9.6. Results of any recent Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 1 or SOC 2 audits of the hosting/data center and/or plans to conduct such audits. If the last assessment was using the Statement on Auditing Standards No. 70, Service Organizations (SAS-70), then please describe the results of that assessment.
- 3.7.5.9.7. Security incident reporting requirements to include notification to the MSDH WIC Program (specifically to the MSDH WIC EBT Project and Office of Health Informatics) of any instances of non-compliance to security measures within one (1) hour upon their discovery. The notification shall include a description of the incident, its impact on data security and operations, and the corrective action planned or taken.
- 3.7.5.9.8. A security incident is defined as an attempted or successful unauthorized access, use, disclosure, modification, or destruction of information; interference with information technology operation; or violation of explicit or implied acceptable usage policy.
- 3.7.5.9.9. The WIC EBT Contractor shall describe the process that will be used to notify individual(s) or parties affected by a security incident(s). Providing notice to affected parties shall include the following:
 - 3.7.5.9.9.1. The date of the notice.
 - 3.7.5.9.9.2. The reporting entity's name and contact information so that affected individuals can obtain additional assistance or information.
 - 3.7.5.9.9.3. A brief description of the data breach incident in general terms.
 - 3.7.5.9.9.4. The date of the breach, or if unknown, the approximate date or date range of the breach.
 - 3.7.5.9.9.5. The categories of personal information at issue.
 - 3.7.5.9.9.6. A brief description of the actions taken by the WIC EBT Contractor to contain

the breach and protect data from further unauthorized access or use.

- 3.7.5.9.9.7. Advice on actions affected individuals should take.
- 3.7.5.9.9.8. Contact information for national consumer reporting agencies.
- 3.7.5.9.9.9. Recommendations for affected Individuals to protect themselves. Examples include reviewing account statements and monitoring free credit reports.
- 3.7.5.9.10. The WIC EBT Contractor shall describe how it will assist parties affected by any security incidents, to include providing credit report monitoring.
- 3.7.5.9.11. The WIC EBT Contractor shall provide an overview of the security protocol that will be used with this project. This shall include a statement that it complies with EFT industry standards and FNS Handbook 901, WIC Operating Rules, and Technical Implementation Guide requirements. Indicate and describe any security issues that may have occurred at the facility that will be used for MSDH WIC processing in the past three (3) years and how they were mitigated.
- 3.7.5.10. The WIC EBT Contractor shall continue to comply with Section 3.21.2.9 (regarding data retention). The WIC EBT Contractor shall also comply with section 3.7.5.9.9, which requires notification about a breach of data until the data retention period has expired and the data has been destroyed or purged.

3.7.6. Disaster Recovery

The WIC EBT Contractor shall be responsible for providing disaster recovery services and facilities. In the event of a disaster impacting the availability of the Vendor's primary data processing site, the Vendor shall have available a back-up site for host processing and telecommunications network services. The Vendor shall have the EBT hot back-up site begin processing transactions within one (1) hour of a disaster declaration.

A draft Disaster Recovery and Contingency Plan is due no later than ninety (90) calendar days prior to the start of UAT for MSDH WIC Program review and approval. The WIC EBT Contractor must update the plan throughout the life of the Contract as necessary. The Disaster Recovery and Contingency Plan must address the following:

- 3.7.6.1. Provide an evaluation of the types of disasters that may affect the ability of the EBT system to operate;

- 3.7.6.2. A description of the overall plan to mitigate the effect of such disasters;
- 3.7.6.3. A description of the disaster recovery facilities that will be used in the event of a disaster;
- 3.7.6.4. A description of the criteria for determining when the Plan will be invoked, the staff that will be involved, and the timelines for providing notification to the MSDH WIC Program;
- 3.7.6.5. A description of how the system will be restored once the disaster situation has been resolved;
- 3.7.6.6. A description of how and when the Disaster Recovery Plan will be tested; and
- 3.7.6.7. Overview of the disaster recovery facilities and procedures that will be used with this project. Indicate if the backup facility is considered as being a 'hot site', 'warm site', or 'cold site', and the frequency with which production data is updated/replicated to that site on an on-going basis. Indicate and describe any disaster that has occurred at the facility that will be used for MSDH WIC processing in the past three (3) years.

3.8. Customer Support Services

The WIC EBT Contractor shall provide system support services to all users including: MSDH WIC Program State and local WIC staff, MS WIC participants/cardholders, and Authorized WIC Vendors via a toll-free telephone number(s). Customer service shall be provided by a facility located within the United States. The WIC EBT Contractor may, at its option, utilize one common toll-free number for all categories of users to contact with appropriate options, or may set up separate toll-free numbers for one or more categories of users.

- 3.8.1. The WIC EBT Contractor shall also provide a web portal for participant/cardholder and WIC Authorized Vendor use. The WIC EBT Contractor will provide design documents for the participant/cardholder web portal and WIC Authorized Vendor web portal. The design documents should include a diagram showing the flow, spoken words, and selection options.
- 3.8.2. The WIC EBT Contractor shall also provide an ARU for participant/cardholder. The WIC EBT Contractor will provide design documents for the participant/cardholder ARU. The design documents should include a diagram showing the flow, spoken words, and selection options.
- 3.8.3. The WIC EBT Contractor shall provide a Customer Service Plan that details how the WIC EBT Contractor will provide customer support services. The Plan shall address all of the below elements. The Plan must be submitted to the MSDH WIC Program for review and approval not later than ninety (90) Calendar Days from Contract execution

- 3.8.3.1. The WIC EBT Contractor is encouraged to describe current or pending abilities to access WIC EBT data via a smartphone app.
- 3.8.3.2. The WIC EBT Contractor shall describe whether a common or separate contact number will be used, depending on the type of caller. For example, will WIC Authorized Vendors, MSDH WIC Program staff, and MS WIC Participants all call a single contact number and be directed to the appropriate CSR based on the caller type, or will each of these callers have a unique number to call.
- 3.8.3.3. Describe how the WIC EBT Contractor will log and develop a library of common debugging steps to assist with the resolution of issues (including hardware issues) or the documentation of more complicated issues that get referred to development staff for further research.
- 3.8.3.4. Describe the WIC EBT Contractor's escalation protocol for handling all calls to ensure that critical calls are handled in a timely and appropriate manner. Include in the explanation a process and a timeline for notifying the MSDH WIC Program when the determination is made that an issue (critical or non-critical) appears to be system-wide that affects multiple users.
- 3.8.3.5. Describe the process and frequency of training provided as new customer service representative (CSR) staff are hired and/or as additional modifications are made to the System prior to the implementation of such modifications so that staff is fully knowledgeable of the changes.
- 3.8.3.6. Describe the process of how the CSR staff will have access to management and/or technical resources so that issues can be handled in a timely and appropriate manner.
- 3.8.3.7. Describe the process of how the CSR staff will have access to the production and test/training environments so that they can research issues on a real time basis.
- 3.8.3.8. Describe the call system and related processes for tracking calls and CSR activities that enable the WIC EBT Contractor to monitor and track the volume of calls so that staffing levels may be adjusted accordingly as call volumes dictate. The call system shall be capable of indicating the approximate hold time for the user, as well as other information about the call, including: the site calling, the person calling, the time and date of the call, the category of the call, the severity of the issue, escalation status, a brief summary of the problem, the time and date the issue was resolved, the duration of the call and the time required to resolve, and a summary of the resolution. Follow-up calls on the same issue shall be linked together to allow tracking of resolution and time required to resolve.

- 3.8.3.9. Describe the process to capture and determine common issues that might indicate a system-wide defect, an area where a System modification may be needed to enhance System use, or the need for additional user training.
- 3.8.3.10. Describe the types of reports that are available that summarize various Customer Service Center (CSC) or Customer Service Representative (CSR) activities and statistics for internal use and for MSDH WIC Program use. Include sample reports with the response.

3.8.4. MSDH WIC Program Staff, Users

The WIC EBT Contractor shall provide MSDH WIC Program with technical assistance via a toll-free number for EBT-related issues during normal clinic business hours. Up to 12 state level staff may contact the EBT Contractor for support. The following services and tasks are included under this category. For each item, the WIC EBT Contractor shall express its acceptance in the bid response and explain how each service and task will be fulfilled in the Customer Service Plan deliverable.

- 3.8.4.1. This assistance will be with a live CSR. If a common CSC toll-free number is used for all categories of callers, the MSDH WIC Program and/or local user will be able to skip the ARU and go directly to a live CSR.
- 3.8.4.2. Normal business hours are defined as Monday through Friday between the hours of 8:00 am and 5:00 pm CT, except for MSDH WIC Program holidays. The holiday schedule will be provided to the Contractor by November 1st of each Contract Year that the Contract is in effect. Additional holidays will be reported to the WIC EBT Contractor at least fifteen (15) days in advance of the holiday.
- 3.8.4.3. Providing an email account for users to use for non-essential issues. All emails will be responded to within one (1) Business Day of receipt. If the issue cannot be resolved within that time frame, a reply email is still required within that time frame to acknowledge receipt and to provide a timeline for resolution.
- 3.8.4.4. Providing an adequate number of qualified CSR staff thoroughly trained in customer service, general technical skills, and specific knowledge about the system to handle expected call volume. Please indicate if the CSR staff will be employees or sub-contracted staff and where the CSC will be located.
- 3.8.4.5. All of MSDH WIC clinics operate in the Central Time (CT) zone. All areas observe Daylight Saving Time.

3.8.5. Mississippi WIC Participants/Cardholders.

The WIC EBT Contractor shall provide access for MS WIC participants/cardholders to a Customer Service Center Automated Response Unit (CSC ARU) via a toll-free number, 24 hours a day, 7 days

a week, 365 days per year. WIC EBT Contractor must describe how it will validate a participant's identity at the beginning of each call. The following services and tasks are included under this category. For each item, the WIC EBT Contractor shall express its acceptance in the bid response and explain how each service and task will be fulfilled in the Customer Service Plan.

- 3.8.5.1. Services shall be available in English and Spanish
- 3.8.5.2. The following ARU services/functions shall be available at a minimum:
 - 3.8.5.2.1. Report a Lost/Stolen/Damaged Card: The caller's identity must be confirmed prior to disabling the card. Prior to replacing a card, the household's address must be confirmed - a change of address (or any other account demographic information) will require that the participant get a replacement card through the clinic. Please explain your method of authenticating a caller.
 - 3.8.5.2.2. Current Balance Inquiry: "Current Balance" shall provide real-time account balance information.
 - 3.8.5.2.3. Benefit Expiration Date: Callers selecting this option shall be given the date current benefits will expire.
 - 3.8.5.2.4. PIN Selection or PIN Change: Callers shall have the option of selecting or changing their PIN via a single call to the ARU.
 - 3.8.5.2.5. Exceeding PIN Attempts: Callers shall have the option of unlocking their account and/or selecting a new PIN if their account has been blocked due to exceeding the maximum number of PIN attempts.
 - 3.8.5.2.6. Transaction History: Provide the dates of up to the last ten (10) transactions, either issuance or purchase.
- 3.8.5.3. Affirm that the above minimum requirements will be met and describe any other common ARU services that the WIC EBT Contractor may have available as part of its normal CSC/ARU service package that might be advantageous to the MSDH WIC Program.
- 3.8.5.4. Additionally, the WIC EBT Contractor shall address any security issues and/or concerns that have been encountered during EBT operations in other WIC Programs with lost/stolen/damaged cards, PIN resets, and PIN unlocks.
- 3.8.5.5. Describe the ARU's access control to ensure the security of the cardholder's account information, i.e. what procedures will be used to confirm that the caller is a valid cardholder before proceeding with any changes?

- 3.8.5.6. The MSDH WIC Program shall review and approve the transaction flow and content of all ARU messages, prompts, and customer service scripts at least sixty (60) Calendar Days before their UAT. Describe the process of obtaining MSDH WIC Program approval for any new or changed ARU messages, prompts, and scripts.
- 3.8.5.7. The use of a live CSR is required for MSDH WIC Program, local WIC users, and for WIC Cardholder calls.
- 3.8.5.8. The WIC EBT Contractor shall provide for a Cardholder Web Portal. At a minimum, the functionality of the web portal will be the same as that available through the ARU service. Cardholder account numbers will be truncated in the transaction history. The MSDH WIC Program shall review and approve the web portal content and functionality prior to it becoming operational. The web portal will need to include links to the MSDH WIC Program's web site where additional WIC information is available.
- 3.8.5.9. Please describe any cardholder web portal service that you currently offer, how the cardholder will access the portal, and explain the process to implement a portal specific to MSDH WIC Program.
- 3.8.5.10. WIC EBT Contractor is encouraged to describe current or pending abilities to access WIC EBT data via a smartphone app.

3.8.6. WIC Authorized Vendors

The WIC EBT Contractor shall provide customer service support to all MS Authorized WIC Vendors, using a WIC EBT Contractor provided Stand Beside POS device, via a toll-free number, 24 x 7 x 365 days per year. Such services shall be available in English and Spanish. The following services and tasks are required under this category. For each item, the WIC EBT Contractor shall explain how the requirement will be fulfilled.

- 3.8.6.1. WIC EBT Contractor shall provide support through live customer service, an ARU, or a combination of both. If an ARU is used, callers shall be able to reach a live customer service operator by opting out of the ARU menu at any point. Please describe the type of service that will be provided.
- 3.8.6.2. WIC EBT Contractor shall describe the access control measures it will use to ensure the security of the Authorized WIC Vendor, the WIC EBT Contractor must describe how they will validate an Authorized WIC Vendor's identity at the beginning of each call.
- 3.8.6.3. The following are the minimum types of services/functionality that shall be available for WIC Authorized Vendors:

- 3.8.6.3.1. Reports of WIC EBT system outages to both the WIC Authorized Vendor web portal and the ARU that the WIC Authorized Vendor would call for technical assistance. These shall be posted within 15 minutes of the WIC EBT Contractor determining that an outage affects more than a single WIC Authorized Vendor;
 - 3.8.6.3.2. Support for those WIC Authorized Vendors using the stand beside terminals to include support, training, and problem resolution of the single function POS equipment. This support should continue after implementation of the System for the life of the Contract;
 - 3.8.6.3.3. Transaction history, settlement information, disputes, and reconciliation procedures;
 - 3.8.6.3.4. Support on System adjustments and resolution of out-of-balance conditions;
 - 3.8.6.3.5. General Information regarding WIC EBT policies and procedures; and
 - 3.8.6.3.6. In the bid response the Offeror must affirm that the above minimum requirements will be met and describe any other common services that the WIC EBT Contractor may have available as part of its normal CSC/ARU WIC Authorized Vendor service package that might be advantageous to the MSDH WIC Program.
- 3.8.6.4. The WIC EBT Contractor shall provide for a WIC Authorized Vendor Web Portal. At a minimum, the functionality of the web portal will be the same as that available through the CSC/ARU service. Any cardholder account numbers will be truncated in the transaction history. The MSDH WIC Program shall review and approve the web portal content and functionality prior to it becoming operational. The web portal may also need to include links to the MSDH WIC Program's website where additional WIC Authorized Vendor information is available.
- 3.8.6.5. Please describe any current WIC Authorized Vendor web portal service that you currently offer, how the WIC Authorized Vendor will access the portal, and explain the process to implement a portal specific to MSDH WIC.
- 3.9. User Acceptance Testing (UAT)
- The WIC EBT Contractor shall be responsible for providing the following services and tasks under this category.
- 3.9.1. WIC EBT Contractor shall provide a UAT Test Plan sixty (60) Calendar Days prior to the start of UAT.

- 3.9.1.1. The WIC EBT Contractor shall provide a detailed UAT Test Plan that complies with FNS Handbook 901 v1.8.1, Section 2.3.2.1.9 at ~~<https://www.fns.usda.gov/apd/fns-handbook-901-advance-planning-documents>~~<https://www.fns.usda.gov/apd/fns-handbook-901-v2-advance-planning-documents>.
- 3.9.1.2. Comprehensive Testing
- The Test Plan shall describe how the WIC EBT Contractor will provide and support end to end testing of the WIC EBT functionality with comprehensive financial testing until the MSDH WIC Program is satisfied the System is working properly in accordance with requirements. This involves issuing benefits, redeeming benefits, and running reports (such as participation, 798, and rebate).
- 3.9.1.3. The Plan must include:
- 3.9.1.3.1. The types of testing to be performed,
 - 3.9.1.3.2. The organization of the test team and associated responsibilities,
 - 3.9.1.3.3. Test database generation,
 - 3.9.1.3.4. Test case development,
 - 3.9.1.3.5. Test schedule,
 - 3.9.1.3.6. Documentation of test results,
 - 3.9.1.3.7. Testing Process,
 - 3.9.1.3.8. Describe the process of providing the results of their internal testing (unit, integration, performance, end-to-end, regression testing, connectivity testing, etc.). A walkthrough of the system to demonstrate that the System is functional and ready for UAT shall be provided to the MSDH WIC Program.
 - 3.9.1.3.9. Testing Environment,
Describe how the test environment will be seeded with migrated data that will be used for UAT and populating all necessary tables, etc., so that the System may be fully tested prior to implementation and as any change requests are developed.
 - 3.9.1.3.10. Coordinate with Outside Entities,
Explain how the WIC EBT Contractor will coordinate with outside entities (WIC MIS Contractor, TPPs, Authorized WIC Vendors, SPIRIT Users Group, and M&E Contractor, etc.) to ensure that all interfaces and connectivity can be tested.
 - 3.9.1.3.11. Training for the UAT Testing Staff,

Describe how instructor-led on-site training for the UAT testing staff, including the provision of training materials will be provided. UAT training shall be a preview of pilot training methods and materials. UAT training will be held at the MSDH WIC Program State Office in Ridgeland, MS.

3.9.1.3.12. Defect Reporting,

Detail the defect reporting system that the WIC EBT Contractor will provide for UAT testers to log errors.

3.9.1.3.13. Defect/Bug Fix Process, and

Explain the process and timeline to fix all identified defects in a timely fashion to allow rapid retesting to verify that the identified defects have been corrected.

3.9.1.3.14. UAT Completion Checklist.

Provide a comprehensive checklist of items that demonstrate the successful completion of the UAT phase and the readiness of the System to move to the pilot phase.

3.9.2. The WIC EBT Contractor must provide a formal presentation to the MSDH WIC Program, including a written certification that the System is ready to proceed to pilot. FNS concurrence to proceed to pilot will be required (FNS Handbook 901).

3.9.3. In the bid response, the Offeror should describe the process of creating a UAT Test Plan including experience with similar clients/projects and provide sample UAT Test Plan labeled as Appendix D.

3.9.4. IV&V / QA

The MSDH WIC Program will utilize an outside Contractor to perform some QA activities throughout the course of this implementation. The WIC EBT Contractor shall be responsible for coordinating/cooperating with the QA Contractor as needed. In the bid response, the Offeror shall describe any experiences in working with IV&V /QA contractors on WIC EBT, WIC MIS or other similar projects.

3.9.5. On Site Testing Support

At minimum, one staff member must be onsite for 4 days. In the bid response, the Offeror shall describe the plan for on-site staff to support UAT and describe any additional services the Offeror can provide to support onsite UAT.

3.9.6. Test Scenarios/Test Scripts and Results

As a component of the UAT Plan, the WIC EBT Contractor shall provide test case scenarios/test scripts to be used by UAT staff. The test case scenarios shall include scenarios that test the System overall, including end of day, end of month, reporting, and disaster recovery activities. The WIC

EBT Contractor will work with the MSDH WIC Program to identify those common scenarios. Test scenarios that need to be re-run due to defects/testing errors will have an identifier in the Test Case Number.

3.9.6.1. Test cases shall include the following:

- 3.9.6.1.1. Test Case Number,
- 3.9.6.1.2. Date created,
- 3.9.6.1.3. Author,
- 3.9.6.1.4. Description of Case,
- 3.9.6.1.5. Type of test,
- 3.9.6.1.6. Required Inputs,
- 3.9.6.1.7. Steps,
- 3.9.6.1.8. Required Set-Up (Preconditions), and
- 3.9.6.1.9. Expected Results.

3.9.6.2. Test results shall include the following:

- 3.9.6.2.1. Actual results,
- 3.9.6.2.2. Run date,
- 3.9.6.2.3. Tester,
- 3.9.6.2.4. Pass/fail,
- 3.9.6.2.5. Failure reason, and
- 3.9.6.2.6. Defects Identified.

3.9.7. Time to Correct Defects

Defects identified during UAT should adhere to the rating levels and defect remediation timeframes identified in Table 1.

3.9.8. UAT Test Cards

The WIC EBT Contractor shall provide any WIC EBT Test Cards required for conducting the UAT.

3.10. Pilot Testing and Statewide Implementation

The WIC EBT Contractor shall be responsible for providing the following services and tasks under this category. The pilot is expected to operate for a minimum of three (3) months for evaluative purposes. An Implementation Plan is due no later than sixty (60) Calendar Days prior to the start of the Pilot for MSDH WIC Program review and approval. The Implementation Plan shall describe the procedures, detailed schedules, and resources needed to implement the project statewide, pilot and statewide rollout. The Plan should include efforts to prepare for Pilot, support Pilot, prepare for statewide rollout, and to support statewide rollout.

- 3.10.1. The Implementation Plan must be consistent with FNS Handbook 901 v1.8.1, Section 2.3.2.1 regarding Project Management, Security, Training, and Testing Plans at <https://www.fns.usda.gov/apd/fns->

[handbook-901-advance-planning-documents](https://www.fns.usda.gov/apd/fns-handbook-901-v2-advance-planning-documents)
<https://www.fns.usda.gov/apd/fns-handbook-901-v2-advance-planning-documents>.

- 3.10.2. In the bid response, the Offeror shall describe the process of creating an Implementation Plan including experience with similar clients/projects and provide a sample Implementation Plan labeled as Appendix E.
- 3.10.3. Describe how the results of UAT testing and a walkthrough of the System will demonstrate that the System is functional and ready for pilot in a production environment.
- 3.10.4. Describe how the pilot environment will be seeded with migrated data that will be used for pilot and populating all necessary tables, etc., so that the System may be fully operational in the selected pilot sites in production mode. Include a detailed explanation of how the Maximum Allowable Reimbursement Level (MARL) amounts will be initially set and then the process for updating the MARL as redemption transactions begin to be processed.
- 3.10.5. Explain how the WIC EBT Contractor will coordinate with outside entities (WIC MIS Contractor, TPPs, WIC Authorized Vendors, etc.) to ensure that all interfaces and connectivity can be tested.
- 3.10.6. Describe how the WIC EBT Contractor will provide the pilot sites with the necessary card readers and a supply of production cards to initiate production issuance of cards. The WIC EBT Contractor shall provide all clinics a sufficient number of card readers to issue/activate cards, allow staff to validate that the card has been correctly activated, and to train cardholders in how to set up a PIN, check balances, use the card at stores, etc. The WIC EBT Contractor shall propose the number of card readers and cards in the Pilot Plan.
- 3.10.7. Describe how the WIC EBT Contractor will support instructor-led on-site training for the pilot staff, including the provision of training materials will be provided. Pilot training shall be a preview of roll-out training methods and materials. Pilot training will be held in MS.
- 3.10.8. Describe the plan for on-site staff to support Pilot Testing. Additional on-site support may be necessary as determined by the types and severity of errors encountered.
- 3.10.9. Detail the error logging system that the WIC EBT Contractor will provide for pilot users to log errors.
- 3.10.10. Explain the process and timeline to fix all defects in a timely fashion to allow rapid retesting to verify that the defects have been corrected. Defects identified during UAT should adhere to the rating levels and defect remediation timeframes identified in Table 1.
- 3.10.11. Describe the WIC EBT Contractor's comprehensive checklist of items that demonstrate the successful completion of the pilot phase and the readiness of the System to move to the statewide roll-out phase. The WIC EBT Contractor must provide a formal presentation to the MSDH WIC

Program, including a written certification that the System is ready to proceed to roll-out. FNS concurrence to proceed to roll-out will be required.

- 3.10.12. Describe how the results of pilot operations and a walkthrough of the System will demonstrate that the system is functional and ready for statewide rollout in a production environment.
- 3.10.13. Describe how the production environment will be seeded with migrated data that will be used for statewide roll-out and populating all necessary tables, etc., so that the System may be fully operational as sites are rolled out in production mode.
- 3.10.14. Describe how the WIC EBT Contractor will participate with MSDH WIC Program State level staff to determine the roll-out schedule.
- 3.10.15. Detail how the WIC EBT Contractor will support the pilot test and statewide rollout including the following:
 - 3.10.15.1. Monitoring end of day processing to ensure successful completion by 6:00 AM Central Time of the following Business Day, taking corrective action as needed, and reporting the status to MSDH WIC Program.
 - 3.10.15.2. Verifying that the System housekeeping functions have been completed, taking corrective action as needed, and reporting the status to MSDH WIC Program.
 - 3.10.15.3. Verifying that appropriate files have been sent to/received from the MIS Contractor, authorized WIC Authorized Vendors, and others and processed, taking corrective action as needed, and reporting the status to MSDH WIC. This would include such files as the APL and the MARL files among others.
 - 3.10.15.4. Providing customer service support to the pilot sites, cardholders, and WIC Authorized Vendors.
 - 3.10.15.5. WIC EBT Contractor must provide a Pilot Completion Report at the end of the pilot.
 - 3.10.15.6. The WIC EBT Contractor will support any QA Contractor efforts to provide reporting during Pilot.
- 3.11. System Training
 - 3.11.1. The WIC EBT Contractor shall be responsible for training all MSDH WIC Program and local staff that will participate in UAT on the WIC EBT system on-site in Ridgeland, MS.
 - 3.11.2. The WIC EBT Contractor shall also be responsible for training MSDH WIC Program State Office staff on the MSDH WIC Program-level functions of the system on site at the MSDH WIC Program State Office in Ridgeland, MS.
 - 3.11.3. The following services and tasks are included under this category.

- 3.11.3.1. Developing a detailed Training Plan that covers all phases of training (MSDH WIC Program Office UAT, WIC Authorized Vendor, and cardholder). The Training Plan must be submitted for MSDH WIC Program review and approval not later than sixty (60) Calendar Days prior to the start of UAT and shall include:
 - 3.11.3.1.1. A description of the training methodologies and approaches for each type of training.
 - 3.11.3.1.2. A description of the types of training materials and manuals that will be used for each type of training.
 - 3.11.3.1.3. A detailed script for staff that will be conducting the clinic pilot and roll-out training to use during training to ensure that all EBT related topics are covered.
 - 3.11.3.1.4. A description of how training activities will be coordinated with the WIC MIS Contractor. This shall be required if there are changes to the WIC MIS that MSDH WIC Program staff will need to be aware of during the WIC EBT testing and rollout.
 - 3.11.3.1.5. A description of how any 'refresher' training will be held if needed and requested by the MSDH WIC Program during the testing and rollout activities.
- 3.11.3.2. Developing a detailed training schedule for all phases of training. The WIC EBT Contractor shall work with MSDH WIC Program and the MIS Contractors to identify the order in which the local agencies/clinics will be migrated over to the new system so that the appropriate WIC Authorized Vendors in the areas may be trained, appropriate equipment can be provided to the clinics and WIC Authorized Vendors, and appropriate training materials can be provided to the clinics for cardholder training.
- 3.11.3.3. Providing MSDH WIC Program State Office staff detailed training and a training manual on MSDH WIC Program level system operations, to include such topics as:
 - 3.11.3.3.1. System functions,
 - 3.11.3.3.2. Security administration,
 - 3.11.3.3.3. Settlement and reconciliation,
 - 3.11.3.3.4. Reports, data analysis and ad hoc reporting,
 - 3.11.3.3.5. Fraud investigation, and
 - 3.11.3.3.6. WIC Authorized Vendor operations associated with the stand beside POS terminals.
- 3.11.3.4. Developing/providing printed training materials for clinic staff use during pilot and roll-out training. The WIC EBT Contractor will be required to coordinate the development and production of clinic materials, such as Quick Reference Guides (QRGs),

with the MSDH WIC Program and possibly with the WIC MIS Contractors to ensure that all appropriate EBT related aspects are incorporated into clinic training.

- 3.11.3.5. All clinic level training materials must be reviewed and approved by the MSDH WIC Program.
- 3.11.3.6. Provide samples of materials that may have been developed in other similar projects if available.
- 3.11.3.7. Providing printed training materials to clinics for cardholder training in sufficient quantities to provide each household a printed pamphlet initially and to continue to make available additional stock throughout the term of the Contract as new households are certified. Such materials shall be written at a fifth grade reading level and in compliance with FNS regulations in both English and Spanish. The material shall be in pamphlet format and include such topics as:
 - 3.11.3.7.1. Use of the WIC EBT card at the WIC Authorized Vendor,
 - 3.11.3.7.2. Use and safeguarding of the card and the PIN,
 - 3.11.3.7.3. Card replacement and PIN change methods and procedures,
 - 3.11.3.7.4. Guidance on reporting problems with the card or its use and on reporting a lost or stolen card,
 - 3.11.3.7.5. Use of the transaction receipt to track balances and use dates, and
 - 3.11.3.7.6. Use of the WIC EBT Contractor's Customer Service Center Automated Response Unit (CSC/ARU) and web portal.
 - 3.11.3.7.7. All printed materials must be reviewed and approved by the MSDH WIC Program and updated as changes may occur in the System.
 - 3.11.3.7.8. Provide samples of materials that may have been developed in other similar projects if available.
 - 3.11.3.7.9. Provide digital media for cardholder training. Such digital media will be provided to clinics and also will be made available to cardholders on the cardholder web portal. The digital media will include the same topics as the printed pamphlet, will be in similar easy to understand wording, and available in English and Spanish. Such media will be provided initially during roll-out and throughout the term of the Contract.

- 3.11.3.7.10. All digital media must be reviewed and approved by the MSDH WIC Program and updated as changes may occur in the System.
- 3.11.3.7.11. Provide samples of such digital media that may have been developed in other similar projects if available.
- 3.11.3.7.12. Provide training and training materials to WIC Authorized Vendors on WIC EBT processes and procedures, including stand beside POS terminal installation and use. This may be provided through written instructions provided to WIC Authorized Vendors, through digital instructions available through the WIC Authorized Vendor web portal, through the WIC Authorized Vendors CSC/ARU, through onsite training, or a combination. WIC Authorized Vendors must be given the option of speaking with a live CSR to assist with stand beside equipment installation and use when using the CSC/ARU.
- 3.11.3.7.13. All WIC Authorized Vendor training materials must be reviewed and approved by the MSDH WIC Program and updated as changes may occur in the System.
- 3.11.3.7.14. Provide samples of such training and/or materials that may have been developed in other similar projects if available.
- 3.11.3.7.15. Explain the WIC EBT Contractor's process to coordinate training with the WIC MIS Contractor to incorporate training materials related to EBT activities in the overall training program.
- 3.11.3.7.16. WIC EBT Contractor will provide WIC EBT Cards in sufficient quantity required to conduct the training.

3.12. System Change Request Process

The WIC EBT Contractor will be responsible for future System enhancements and modifications to improve the operations or functionality of the System, to comply with new Federal regulations or requirements, or to comply with changes in MSDH WIC Program policies and procedures.

3.12.1. The following services and tasks are included under this category, adhering to the prescribed Change Request process as follows:

- 3.12.1.1. Change requests (CR) are primarily initiated by the MSDH WIC Program and submitted in writing to the WIC EBT Contractor. The CR will be a high level description of the desired change.

The CR will include any risks that the proposed change may have to the System or transaction processing.

- 3.12.1.2. The WIC EBT Contractor will review the request, request clarifications when needed, and then prepare a System Modification Request (SMR) for MSDH WIC Program review and approval within fifteen (15) Calendar Days of receipt of the CR. The CR will include the WIC EBT Contractor's understanding of the original CR with a higher level of detail than provided in the original CR.
 - 3.12.1.3. The MSDH WIC Program will review and approve the CR as appropriate and notify the WIC EBT Contractor. The WIC EBT Contractor will then prepare a detailed system design document and cost estimate for the requested change within thirty (30) Calendar Days of receipt of the MSDH WIC Program approval of the CR. Estimates for major enhancements (over 100 hours) must be completed within sixty (60) Calendar Days of CR approval.
 - 3.12.1.4. The MSDH WIC Program will review the estimate and notify the WIC EBT Contractor within Thirty (30) Calendar Days that it is approved, put on hold, or not approved. Approved estimates will be signed by the MSDH WIC Program and returned to the WIC EBT Contractor. The WIC EBT Contractor will then sign and return to the MSDH WIC Program. Please note that larger CRs/estimates may require USDA/FNS approval, which may extend the approval timeline.
 - 3.12.1.5. The WIC EBT Contractor will offer/coordinate cost sharing of federally mandated and other common changes among the other WIC Programs where the WIC EBT Contractor operates the implemented System or a version of it.
 - 3.12.1.6. The MSDH WIC Program and the WIC EBT Contractor will mutually agree upon an implementation schedule for the change once it is approved that takes in to account the urgency of the change and the need to meet Federal implementation deadlines as appropriate. Approved changes of less than 100 hours shall be implemented within thirty (30) Calendar Days of MSDH WIC Program approval while approved changes of 100 hours or more shall be implemented within ninety (90) Calendar Days of MSDH WIC Program approval. CR implementation timeframes can be adjusted based on mutual agreement between the MSDH WIC Program and the WIC EBT Contractor.
- 3.12.2. Changes to reference tables are not billable changes, but are considered to be normal system maintenance activities covered by the WIC EBT Contractor's CPCM fee. Reference table changes will still be initiated by a CR from the MSDH WIC Program and a corresponding CR from the WIC EBT Contractor, but will not require the detailed system design document.

The WIC EBT Contractor will be responsible for making all table changes upon MSDH WIC Program approval.

- 3.12.3. Changes to the System that are above and beyond the project scope as defined in the RFP and the WIC EBT Contractor's proposal will be considered billable and will go through the full change request process as described above.
- 3.12.4. Describe up to two change request items from the WIC EBT Contractor's experience that the WIC EBT Contractor considered billable. Describe creative opportunities and best practices that will minimize or mitigate change requests and potential cost associated with change requests, such as cost sharing with other WIC Programs that may be contracted with the WIC EBT Contractor.
- 3.12.5. Corrections/defects fixes based on the most recently updated published System design documentation (or implemented CRs/estimates where documentation has not yet been updated) are not subject to the change order process and are not billable.
- 3.12.6. All software changes will be reflected in updates to appropriate System documentation, such as training materials, reports and operations manuals, ICD, and the Business Requirements Document (BRD), in a timely manner.
- 3.12.7. Describe the process to ensure that appropriate documentation is updated in a timely manner as software changes occur.
- 3.12.8. Describe the WIC EBT Contractor's process to log and track the status of pending changes including:
 - 3.12.8.1. A WIC EBT Contractor assigned sequence number based on the fiscal year, i.e., request number 1 for FY 2016 may be number CR 16-01;
 - 3.12.8.2. A short description of the requested change;
 - 3.12.8.3. Whether the change is a table change, code change, or other;
 - 3.12.8.4. The date of the original CR from the MSDH WIC Program;
 - 3.12.8.5. The date the CR was sent to the MSDH WIC Program;
 - 3.12.8.6. The date the CR was approved/not approved by the MSDH WIC Program;
 - 3.12.8.7. The date the detailed design/cost estimate was submitted to the MSDH WIC Program;
 - 3.12.8.8. The date the MSDH WIC Program approved/not approved/put on hold the detailed design;
 - 3.12.8.9. The cost of the change;
 - 3.12.8.10. The proposed implementation date;
 - 3.12.8.11. Comments section; and
 - 3.12.8.12. Current version of any associated documents.

3.13. System Reports

The WIC EBT Contractor shall accommodate the informational and management needs of the MSDH WIC Program in a reporting system. These shall be described in a Reports Manual which shall be provided no later than sixty (60) Calendar Days prior to the start of UAT.

MSDH WIC Program recognizes that the WIC EBT system will generate an enormous amount of detailed information relative to program operations. The MSDH WIC Program is seeking a solution that will allow it to tap into this data resource to enhance program management, operations and overall effectiveness. Further, the MSDH WIC Program is moving away from paper based solutions and requires from the EBT system on-demand electronic reporting with the option to print as needed.

- 3.13.1. The MSDH WIC Program desires a robust data warehouse and dynamic on-line reporting tools over “canned” reports. The WIC EBT Contractor’s reporting tools shall be able to accommodate the following, either through the use of an on-line reporting tool using a data warehouse available to authorized MSDH WIC Program staff or through reports generated and delivered by secure means to the MSDH WIC Program.
- 3.13.2. The WIC EBT Contractor will be required to provide a comprehensive reporting package of standard periodic (daily, weekly, monthly, etc.) reports to meet the management and reporting needs of the MSDH WIC Program and that complies with applicable Federal reporting requirements. In addition to providing the standard reports, the WIC EBT Contractor shall also provide a detailed Reports Manual that describes each report.
- 3.13.3. In the bid response, the Offeror shall describe the standard suite of reports (title and very short description) that are available as part of the WIC EBT Contractor’s base system. The WIC EBT Contractor shall submit a sample Reports Manual labeled as Appendix F.
- 3.13.4. The MSDH WIC Program may identify a sub-set of key reports from the standard suite of available reports that the MSDH WIC Program needs on a set frequency that the WIC EBT Contractor will be required to run on behalf of the MSDH WIC Program. Other reports within the standard suite may be run ‘on demand’ as the need arises, either by the MSDH WIC Program or by the WIC EBT Contractor on behalf of the MSDH WIC Program.
- 3.13.5. Please describe the process that will be used to generate reports, both those that are considered to be key reports and run based on a set schedule and those that are run only ‘on demand’. Will the MSDH WIC Program have direct access to the System in order to run reports ‘on demand’ or must the MSDH WIC Program request such reports be run for them? Will these ‘on demand’ reports be run immediately or will they be run during off-peak hours to minimize impact on the System? Will the WIC EBT Contractor utilize a ‘reports’ server where a current copy of the production database resides for reporting purposes? If so, how often is this reports database updated?

- 3.13.6. The WIC EBT Contractor shall provide the MSDH WIC Program with the ability to run ad hoc reports from time to time as special data needs arise. This shall include the ability to access up to three (3) rolling years of transaction history. This ability may be provided through an ad hoc reporting tool that MSDH WIC Program staff can use to build the custom report, or that the MSDH WIC Program may request the WIC EBT Contractor to build and run the report based on MSDH WIC Program-identified parameters. If the WIC EBT Contractor uses a reporting tool whereby MSDH WIC Program staff must build the report, the tool shall allow non-technical staff to use it without extensive training.
- 3.13.7. Special ad hoc reports/queries developed for other WIC EBT accounts that the WIC EBT Contractor may also have shall be made available to the MSDH WIC Program as a query provided at no cost.
- 3.13.8. In the bid response, the Offeror shall describe how the WIC EBT Contractor will provide ad hoc reporting capabilities.
- 3.13.9. The WIC EBT Contractor shall describe any business intelligence or data warehouse tools that might be made available to assist MSDH WIC Program staff in fully utilizing the reports. If there are any license costs or other fees that may be incurred in the use of such tools, please identify what those costs and fees are.
- 3.13.10. The WIC EBT Contractor must provide to the MSDH WIC Program on daily basis information that will allow the MSDH WIC Program to submit the request to drawdown funds in order to settle the processed transactions from the previous day. Such information must be received no later than 10:00 AM CT. Settlements for Friday, Saturday and MSDH Holidays are to be submitted the next Business Day.
- 3.13.11. Information that shall be included is:
 - 3.13.11.1. Date of request
 - 3.13.11.2. Dollar amount of cleared presentments
 - 3.13.11.3. Dollar amount of credits/adjustments
 - 3.13.11.4. Total daily funding amount
- 3.13.12. Summary reports from the system to document the above shall be included as well.
- 3.13.13. Based on the daily funding request, the MSDH WIC Program may initiate a wire transfer that same day to deposit the requested funding amount in to a bank account created by the WIC EBT Contractor on behalf of the MSDH WIC Program. The account will be a 'zero-balance' account to be used for payment of processed MSDH WIC EBT transactions. At the end of each month, a summary of account transactions will be provided to the MSDH WIC Program. The monthly summary for the preceding month shall be delivered to the MSDH WIC Program within five (5) Business Days after the end of the month.

3.13.14. Please describe the methods and types of documentation that will be included for providing account funding information to the MSDH WIC Program.

3.13.15. Sample List of Reports

The following list is a sample of the types of reports that shall be made available to the MSDH WIC Program:

3.13.15.1. Financial Reports

The WIC EBT Contractor shall provide a full suite of daily and monthly financial reports. Daily reports shall be in sufficient detail to enable daily system balancing and account settlement. The following are representative reports to be provided:

- 3.13.15.1.1. Benefits added to and removed from the System;
- 3.13.15.1.2. Benefit expungements;
- 3.13.15.1.3. Pending benefits;
- 3.13.15.1.4. Database value;
- 3.13.15.1.5. Purchase transactions;
- 3.13.15.1.6. Daily draw and ACH details;
- 3.13.15.1.7. Rebate details;
- 3.13.15.1.8. Shelf Price/MARL details;
- 3.13.15.1.9. Adjustment details; and
- 3.13.15.1.10. Dispute details.

3.13.15.2. Participant-related Reports

The WIC EBT Contractor shall provide a full suite of daily and monthly administrative reports which shall reflect administrative (non- financial) activity occurring within the WIC EBT systems and customer contact center and include sufficient detail to allow the MSDH WIC Program to further investigate the activity being reported. The following are representative reports to be provided:

- 3.13.15.2.1. New/replacement card issuance statistics;
- 3.13.15.2.2. Number of cards reported as lost/stolen/damaged;
- 3.13.15.2.3. Number of incidents in which PIN attempts were exceeded;
- 3.13.15.2.4. Participant Customer Support calls (ARU & live customer service);

- 3.13.15.2.5. Number of accounts with expired benefit balances;
- 3.13.15.2.6. "Hits" on the participant web portal,
- 3.13.15.2.7. Average daily system response times,
- 3.13.15.2.8. Average time to answer (Participant ARU and Customer Service Representative),
- 3.13.15.2.9. Average time to answer (WIC Authorized Vendor ARU and Customer Service).

3.13.15.3. WIC Authorized Vendor-related Reports

The WIC EBT Contractor shall provide a full suite of daily and monthly WIC Authorized Vendor-related reports which shall reflect activity occurring at Vendor locations. Reports shall include sufficient detail to allow the MSDH WIC Program to further investigate the activity being reported. The following are representative reports to be provided:

- 3.13.15.3.1. POS installations/removals;
- 3.13.15.3.2. WIC Authorized Vendor transaction activity report;
- 3.13.15.3.3. WIC Authorized Vendor Customer Support calls (ARU & live customer service);
- 3.13.15.3.4. "Hits" on the WIC Authorized Vendor web portal;
- 3.13.15.3.5. transactions where the card number was manually entered; and
- 3.13.15.3.6. Other user-defined reports as required.

3.13.15.4. System Performance Reports

The WIC EBT Contractor shall provide a full suite of daily and monthly System performance reports which shall reflect System performance throughout the WIC EBT system. The complete report suite must provide data to enable verification of the performance criteria specified in the RFP, and be in sufficient detail to allow the MSDH WIC Program to further investigate the activity being reported. The following are representative reports to be provided:

- 3.13.15.4.1. Average daily System response times
- 3.13.15.4.2. System down time and outages, exclusive of scheduled maintenance windows

3.13.15.5. Fraud Detection Reports

The WIC EBT Contractor shall provide a full suite of comprehensive daily and monthly fraud reports based on parameters designated by the MSDH WIC Program, and

which reflect activity indicative of potential fraud or misuse. Minimally, representative reports shall include:

3.13.15.5.1. Excessive card replacements

3.13.15.5.2. Single, 100% benefit redemption

3.13.15.5.3. Unusual/remote benefit redemption location

3.13.15.5.4. High volume of transactions outside of normal peak redemption hours or multiple transactions at one time outside of normal hours.

3.13.15.6. Security Reports

3.13.15.6.1. The WIC EBT Contractor shall provide a feature allowing the MSDH WIC Program to run a monthly security report, listing user identification, access levels, and access exceptions/violations.

3.13.15.6.2. The WIC EBT Contractor shall provide a feature allowing the MSDH WIC Program to run a report of System audit trails, sorted by user ID and security role, with the time, date, and user ID of data added, updated, marked for deletion, physically deleted, searched on, viewed or printed.

3.14. Vendor Management, Enablement and Certification

WIC Vendor management, enablement and certification are critical functions that must be completed for a successful WIC EBT implementation. It shall be the responsibility of the WIC EBT Contractor to lead and fulfill this effort.

3.14.1. The WIC EBT Contractor must provide an Authorized WIC Retail Vendor Enablement and Certification Plan that outlines the processes and procedures that will be used to ensure that authorized WIC Authorized Vendors are ready for EBT in areas of the MSDH WIC Program in advance of statewide roll-out being completed. The Plan must be submitted for MSDH WIC Program review and approval within ninety (90) Calendar Days of Contract execution. The plan will need to detail ongoing support provided for new WIC Authorized Vendors after implementation. The plan shall, at a minimum, detail the activities and schedule required to:

3.14.1.1. Obtain WIC Authorized Vendor and third party processor agreements

3.14.1.2. Deploy stand beside terminals as described in 3.20 Provision of Single function POS Devices to WIC Authorized Vendors

3.14.1.3. Test and certify Electronic Cash Register/Point of Sale (ECR/POS) systems, ensuring compliance with the policies in place at the time of the certification

3.14.1.4. Ensure sufficient coverage is available to MS WIC participants in areas ready to roll out. This is defined as having a minimum of 90% of the WIC Authorized Vendors in the pilot and each

rollout area are certified as WIC EBT ready at least two (2) weeks before the Implementation of that district.

- 3.14.1.5. Describe how the WIC EBT Contractor will support the MSDH WIC Program in working with WIC Authorized Vendors in and around the pilot areas to certify them or to provide those WIC Authorized Vendors needing them with the stand beside POS terminals.
- 3.14.1.6. Provide ongoing support as new authorized WIC Authorized Vendors receive authorization
- 3.14.1.7. Please describe how status updates for WIC Authorized Vendor related activities will be handled. The WIC EBT Contractor will be responsible for providing weekly updates on the status of WIC Authorized Vendor management activities throughout the implementation process. Once fully implemented statewide, a monthly update on WIC Authorized Vendor management activities will be required. These updates can be included as part of the overall project status reports and can be separate, at the discretion of the WIC EBT Contractor. At a minimum, the status report shall include:
 - 3.14.1.7.1. Number and percent of WIC Authorized Vendors/TPPs that have signed agreements;
 - 3.14.1.7.2. Estimated agreement completion date based on the above;
 - 3.14.1.7.3. Names of WIC Authorized Vendors that have refused to sign the agreements;
 - 3.14.1.7.4. Name, number and percent of WIC Authorized Vendors that have been provided stand beside units;
 - 3.14.1.7.5. Name, number and percent of WIC Authorized Vendors that have integrated ECR/POS systems
 - 3.14.1.7.6. Name, number and percent of WIC Authorized Vendors yet to be provided stand beside units or document that they use integrated ECR/POS systems;
 - 3.14.1.7.7. Estimated completion date for stand beside unit delivery/installation or execution of WIC EBT in integrated ECR/POS system.
- 3.14.2. In the bid response, the Offeror shall describe the Vendor Enablement and Certification Plan and the general approach to be used to support the MSDH WIC Program in WIC Authorized Vendor related activities and the experience the WIC EBT Contractor has had in this area with other WIC EBT projects if applicable.
- 3.14.3. The WIC EBT Contractor will be responsible for executing agreements with each WIC Authorized Vendor and/or TPP prior to statewide

implementation. The content of the agreements must be reviewed and approved by the MSDH WIC Program and must meet the criteria contained within Federal Regulations 7 CFR § 246.12 and the FNS Operating Rules for WIC EBT guidelines. A copy of the proposed agreement must be submitted to the MSDH WIC Program for review no later than fourteen (14) Calendar Days prior to the Implementation of the district in which the WIC Authorized Vendor is located or for Vendors not initially certified. A copy of the executed agreements must be sent to the MSDH WIC Program within three (3) Business Days of the WIC EBT Contractor and WIC Authorized Vendor and/or TPP signing the agreement.

- 3.14.4. In the bid response, the Offeror shall describe the processes and procedures that will be used to execute the required agreements. A copy of an agreement used in other WIC EBT projects that the WIC EBT Contractor has participated in shall be included as an attachment, labeled as Appendix G: Example of Vendor/TPP Agreement.
- 3.14.5. The WIC EBT Contractor shall be responsible for creating and maintaining an up-to-date WIC Authorized Vendor database upon which EBT processing will be validated against. The MSDH WIC MIS system will transmit select WIC Authorized Vendor information that has been collected by MSDH WIC Program State Office staff to the EBT system. The WIC EBT Contractor shall use this information, in part, to initiate agreement activities with newly WIC Authorized Vendors or to remove terminated WIC Authorized Vendors, etc. The WIC EBT Contractor shall report EBT transactions back to the MIS by the MIS assigned WIC Authorized Vendor ID number.
- 3.14.6. Please describe the processes and procedures that will be used to create and maintain the WIC Authorized Vendor database.
- 3.14.7. The WIC EBT Contractor is responsible for certifying (or de-certifying) existing ECR/POS systems and TPPs/networks during implementation. This includes providing all interested parties, including all WIC Authorized Vendors, with the TIG, Operating Rules and other technical specifications; developing and implementing test and certification requirements and procedures, such as test scripts; providing test cards/test accounts for testing purposes as needed; and working directly with WIC Authorized Vendors to coordinate and conduct the actual tests.
- 3.14.8. The WIC EBT Contractor shall be responsible for providing the MSDH WIC Program, all WIC Authorized Vendors and Third party processors with a detailed TIG, Operating Rules and other technical specifications for WIC Authorized Vendor related interface specifications and business rules to support the interface and certification of existing integrated electronic cash register systems (ECR/POS). This document must be submitted to the MSDH WIC Program for review and approval within ninety (90) Calendar Days of Contract execution. Once approved, the WIC EBT Contractor will be responsible for distributing to all WIC Authorized Vendors within fifteen (15) Calendar Days of MSDH WIC Program approval.

- 3.14.9. Please describe what FNS technical specification documents will be used and if documents are created describe the processes and procedures that will be used to develop the specifications/business rules and the plan to distribute them to each WIC Authorized Vendor once approved by the MSDH WIC Program.
- 3.14.10. The WIC EBT Contractor shall be responsible for providing technical assistance information when requested by WIC Authorized Vendors to assist them in understanding the TIG, Operating Rules and other technical specifications and other requirements to maximize WIC Authorized Vendor participation through the use of and upgrading of any existing ECR/POS systems that may exist. WIC Authorized Vendors will be responsible for the cost of any ECR/POS system modifications that they make. Please describe the processes and procedures that will be used to provide technical assistance information to those WIC Authorized Vendors requesting it.
- 3.14.11. The WIC EBT Contractor shall be responsible for allowing dialup and direct connect communications into the WIC EBT system either from TPPs that have signed agreements with the WIC EBT Contractor or directly from WIC Authorized Vendors, either through the provided stand beside terminals or through an integrated POS system, that have signed agreements. Only those WIC Authorized Vendors /TPPs that have valid signed agreements will have access to the System. Any WIC Authorized Vendors will have agreements with the WIC EBT Contractor. Information on newly authorized and/or newly terminated WIC Authorized Vendors will be provided to the WIC EBT Contractor through the MIS system.
- 3.14.12. During the Operations and Maintenance Phase, newly authorized WIC Authorized Vendors that choose to employ a TPP to connect to the EBT system or that choose to directly connect, shall be provided access to the WIC EBT system within a five (5) Business Day period after MSDH WIC Program vendor authorization approval once the ECR/POS system is certified. Those WIC Authorized Vendors being provided a stand beside unit shall be provided a stand beside device within five (5) Business Days of signing the EBT agreement with the WIC EBT Contractor and shall be provided immediate access to the EBT system once the device has been installed.
- 3.14.13. Please describe the processes and procedures that will be used to assure/control access to the WIC EBT system to all valid TPPs and/or WIC Authorized Vendors.
- 3.14.14. The WIC EBT Contractor shall be responsible for leading the effort to certify (or de-certify) existing ECR/POS systems and TPPs/networks during implementation. This includes providing all interested parties with the ICD; developing and implementing test and certification requirements and procedures, such as test scripts; providing test cards/test accounts for testing purposes as needed; and working directly with WIC Authorized Vendors to coordinate and conduct the actual tests.

- 3.14.15. The WIC EBT Contractor shall develop the testing requirements, procedures, and scripts, including those related to self-checkout systems, and providing the test cards and accounts to be used during testing. The WIC EBT Contractor will be required to ensure that adequate controls exist to properly manage such test cards/accounts and that there is no monetary impact on the MSDH WIC Program for such use.
- 3.14.16. The WIC EBT Contractor shall be responsible for ensuring that WIC Authorized Vendors understand their responsibilities with regard to the operating rules and operations of the MSDH WIC EBT system.
- 3.14.17. The WIC EBT Contractor shall be responsible for providing, installing, maintaining and otherwise supporting WIC EBT stand beside equipment to those WIC Authorized Vendors requesting it in accordance with FNS and the MSDH WIC Program policies and procedures. Onsite installation of equipment is preferred; however, installation may be via technical support using a toll-free phone number for an Authorized Vendor to call. Support includes providing the equipment, remote assistance with installation, repair/replacement services, and related training and/or training materials on the use of the equipment. Please see the section below for additional stand beside equipment requirements.
- 3.14.18. In the bid response, the Offeror shall describe the processes and procedures that will be used to make sure that the provision of stand beside equipment and related support to those WIC Authorized Vendors that require it is properly and effectively managed.
- 3.14.19. Please describe the processes and procedures the WIC EBT Contractor will use in detecting and investigating fraud and abuse by WIC Authorized Vendors.
- 3.15. UPC and PLU Data Maintenance
 - 3.15.1. The MSDH WIC Program State Office staff will be responsible for UPC and PLU data collection and verification. However, the WIC EBT Contractor may be asked to provide information about UPC and PLU activities and experiences from other WIC EBT projects to assist the MSDH WIC Program in organizing and completing this task. This may include making available any UPC and PLU data collection tools and or software that the WIC EBT Contractor may have developed.
 - 3.15.2. UPC and PLU data will exist in SPIRIT and WIC EBT systems.
 - 3.15.3. In the bid response, the Offeror shall describe the functionality available to maintain UPC and PLU data within the WIC EBT System.
- 3.16. Administrative Functionality

The WIC EBT Contractor shall be responsible for providing administrative terminal access to MSDH WIC Program State Office staff as designated by the MSDH WIC Program and arrange for such access when the MSDH WIC Program's EBT system is implemented. The administrative functionality will be described in the Administrative Functions Manual.

- 3.16.1. The administrative functionality must be capable of running on the MSDH WIC Program's existing hardware. Existing hardware specifications are described in Section III. Technical Specifications 1. Enterprise Architecture Standards in this Attachment. Please provide the minimum specifications needed for the MSDH WIC Program hardware to properly operate.
- 3.16.2. Administrative access shall include multi-level access controls to ensure that only authorized individuals can process administrative transactions or access client account information through WIC EBT administrative terminals.
- 3.16.3. The following types of administrative activities shall be required:
 - 3.16.3.1. Create WIC EBT accounts. This will be used primarily for creation of test cards and creation of compliance buy cards, including fraud investigation;
 - 3.16.3.2. Update or correct WIC EBT account information, including activating or deactivating an account;
 - 3.16.3.3. Authorize benefits. This will be used primarily for the creation of test cards and the creation of compliance buy cards, including fraud investigation;
 - 3.16.3.4. Cancel benefits prior to their availability date;
 - 3.16.3.5. Deactivate, issue or replace test, training and compliance buy cards;
 - 3.16.3.6. PIN select and changes as well as PIN lock releases;
 - 3.16.3.7. Search by name, MSDH WIC Program ID, PAN, WIC EBT account number or WIC Authorized Vendor number to access account, benefit, or WIC Authorized Vendor information or the online transaction history;
 - 3.16.3.8. Access online history for a minimum of three years;
 - 3.16.3.9. Execute data request for archived data;
 - 3.16.3.10. Purge pending accounts and pending cards;
 - 3.16.3.11. Make an adjustment payment to a WIC Authorized Vendor via ACH;
 - 3.16.3.12. View and download current and historic MARLs, set MARL start and stop dates and adjust MARLs calculated by the WIC EBT system;
 - 3.16.3.13. View APL, categories, subcategories and UPCs; add local UPCs and associated data to the list with start dates; apply stop (end) dates to UPCs; and
 - 3.16.3.14. Access and view System reports.
 - 3.16.3.15. On-line functionality to allow users to view WIC EBT household account information:

- 3.16.3.16. Provide search functionality to locate a household account (By account number, name of Parent/Guardian 1, Parent/Guardian 2, Caretaker, or by name of any family member);
 - 3.16.3.17. Provide screen navigation between the account screen, the transaction history screen and the card history screen for that account;
 - 3.16.3.18. Provide the history of account activity to include credits, debits, card changes and PIN changes;
 - 3.16.3.19. Provide the ability to query one type of account activity history at a time, including issuance, credit, debit, card change, PIN lock releases and PIN change transactions; and
 - 3.16.3.20. Provide the ability to display current benefit balances and future (pending) benefit issuances.
 - 3.16.3.21. Provide the ability to set a date parameter on queries.
 - 3.16.3.22. On-line functionality to allow users to conduct summary queries into redemption activity and the ability to print and export data resulting from a summary query by:
 - 3.16.3.22.1. Household;
 - 3.16.3.22.2. Card number; and
 - 3.16.3.22.3. WIC Authorized Vendor.
 - 3.16.3.23. Provide navigation between queries, including between the following from:
 - 3.16.3.23.1. Account status query;
 - 3.16.3.23.2. Between WIC Authorized Vendor and household queries;
 - 3.16.3.23.3. Summary to detail and from detail to summary; and
 - 3.16.3.23.4. Reconciliation to exception reports.
 - 3.16.4. In the bid response, the Offeror shall provide a summary of available functionality including how to modify MARL amounts in a timely and efficient manner shall be provided. In the Administrative Functions Manual, all administrative functions should be described in detail.
 - 3.16.5. Please note that the MSDH WIC Program, in conjunction with the WIC MIS contractor and the WIC EBT Contractor, will jointly determine which of the above functions and activities may be completed by each respective party. The MSDH WIC Program shall make the final decision on the allocation of the duties described.
- 3.17. Card Production and Management

- 3.17.1. The WIC EBT Contractor shall produce, supply and manage WIC EBT cards for issuance to WIC EBT participants. The following tasks and services are included in this category:
- 3.17.2. Perform all necessary processes and functions to design the WIC EBT card that ensures that the card is designed to comply with specifications including the latest version of the Operating Rules for WIC EBT (WIC EBT Card appearance and requirements), and the International Standards Organization (ISO) and ANSI specifications and standards relating to cards used for financial transactions. WIC EBT cards shall comply with ISO/IEC 7810:2003, Identification cards – Physical characteristics and ISO 7811, 7812 and 7813 for magnetic stripe financial cards.
- 3.17.3. The WIC EBT Contractor shall work with the MSDH WIC Program to develop a WIC EBT card design specific to MSDH WIC Program. The MSDH WIC Program shall have prior, sole approval authority of the card design and of information printed on the card. Card samples must also be submitted to and approved by the MSDH WIC Program prior to sending the card to production. The WIC EBT card shall contain a mark, brand or wording that identifies it as a WIC EBT card associated with the MSDH WIC Program.
- 3.17.4. The MSDH WIC Program and Department of Human Services is in the process of obtaining an IIN for use on the WIC EBT card.
- 3.17.5. The card shall include the following standard features:
 - 3.17.5.1. Graphics approved by the MSDH WIC Program;
 - 3.17.5.2. Card number embossed, laser engraved, indent printed or hot stamped on the front of the card, using contrasting color for readability
 - 3.17.5.3. Tamper-evident signature panel;
 - 3.17.5.4. High coercivity magnetic stripe; and
 - 3.17.5.5. Other printed information as specified by the MSDH WIC Program.
- 3.17.6. In the bid response, the Offeror shall describe the processes and procedures that will be used to design and produce the cards. Include the name of any third party that might be used in card production. Describe your experience working with them in the past and any issues that were encountered during the past three (3) years.
- 3.17.7. Maintain a centralized WIC EBT card management system to manage and control card issuance. This would include mechanisms to:
 - 3.17.7.1. Track card inventory held by the WIC EBT Contractor;
 - 3.17.7.2. Track card stock ordered/shipped to MSDH WIC Program level at the MSDH WIC Program level only
 - 3.17.7.3. Identify card stock used for training, testing, and/or compliance buys purchases apart from normal over the counter issuance to

participants. Such card stock will only be ordered by and sent to the MSDH WIC Program State Office. The MSDH WIC Program prefers that training, testing and compliance cards be identified in the PAN.

- 3.17.7.4. Notify the MSDH WIC Program at least ninety (90) Calendar Days in advance of when additional warehouse inventory needs to be purchased to maintain an adequate level of stock on hand to fulfill agency orders.
- 3.17.8. Maintain a system for the fulfillment and distribution of card stock to local agencies. This would include mechanisms to:
 - 3.17.8.1. Allow the MSDH WIC Program to direct order card stock. This could be via online, through the CSC/ARU, based on automatic reorder thresholds, etc.
 - 3.17.8.2. Orders will be by whole box only. Please specify the number of cards per box;
 - 3.17.8.3. Establish a maximum number of boxes allowed per order.
 - 3.17.8.4. Cards will be sequentially numbered within a box and packed sequentially within a box. The beginning number and ending number of the range will be listed on the outside of the box;
 - 3.17.8.5. Shipments of multiple boxes will be marked 1 of 20, 2 of 20, 3 of 20, etc., so that the agency can verify that all boxes within an order/shipment have been received;
 - 3.17.8.6. Secure shipment and delivery of ordered card stock with signature required. Boxes should be sealed with tamper resistant tape. Under no circumstances will cards be left unattended at the delivery point. All of the deliveries must be to a person.
 - 3.17.8.7. Email notification shall be sent to a MSDH WIC Program-designated mailbox that a shipment is in transit to include the ship date, the number of boxes, and the number range within each box;
 - 3.17.8.8. Orders may be processed 'as received' or on a set schedule, i.e., process received orders every two (2) weeks, etc., at the discretion of the WIC EBT Contractor. Please specify the order processing frequency.
 - 3.17.8.9. All shipments shall be shipped standard 'ground' service with tracking services included. However, the MSDH WIC Program may request expedited/overnight shipment of an order to accommodate an emergency requisition. An expedited request shall be shipped by the next day upon receipt of the order. All card stock shipping costs will be handled as a pass through to the MSDH WIC Program.

- 3.17.9. In the bid response, the Offeror shall describe the system that will be used for card ordering and fulfillment.
- 3.17.10. The MSDH WIC Program is considering various policies for EBT card replacements. The MSDH WIC Program is considering having the WIC EBT Contractor provide replacement EBT cards to WIC households that request one due to the original card being lost, stolen, or destroyed/damaged through the participant CSC/ARU or web portal.
- 3.17.11. The WIC EBT Contractor would only be authorized to replace a reported lost/stolen/damaged card upon validation that the person filing such a report is a valid cardholder. The WIC EBT Contractor shall propose methods to validate the cardholder's identification. If cardholder cannot be validated, the cardholder must be referred to the local WIC clinic for a replacement.
- 3.17.12. If mailing replacement cards is the card replacement method that the MSDH WIC Program approves, then replacement cards shall be mailed no later than one (1) Business Day from receipt of the request using regular mail.
- 3.17.13. Issuing a replacement card would automatically void the original card.
- 3.17.14. The card management system must clearly mark WIC EBT Contractor issued replacement cards as such for audit and card inventory tracking purposes.
- 3.17.15. Please describe the processes and procedures that would be used should the card replacement option be exercised by the MSDH WIC Program. Additionally, please provide information on any issues or concerns that have occurred in other MSDH WIC Programs where the WIC EBT Contractor does provide replacement cards.
- 3.18. System Operations and Maintenance Phase
The WIC EBT Contractor shall be responsible for all on-going System operations once the System is completely rolled out MSDH WIC Statewide. The following services and tasks are included under this category:
 - 3.18.1. Monitoring System operations on a daily basis and making necessary adjustments to maintain peak operation efficiency so that system users are not adversely affected. Describe the type of automated and manual systems that will be used.
 - 3.18.2. Performing timely database tuning as needed in order to keep the databases running as efficiently and effectively as possible. Describe the type of automated and manual systems that will be used.
 - 3.18.3. Completing daily system backups. Describe the backup procedure, frequency, off-site storage of data or software, and recovery methods.
 - 3.18.4. Providing for the thorough quality assurance testing of all software releases, reference database table updates, bug fixes and other System changes, so that 95% are implemented without issue. The WIC EBT Contractor shall be required to provide a written report of release testing

results, which the MSDH WIC Program must review and approve before a release is implemented. The MSDH WIC Program may opt to perform additional UAT testing on some releases prior to implementation. The WIC EBT Contractor shall describe the procedures to be used for defect corrections when a new release is installed and the procedures for version roll-out back in the event of a significant release failure.

3.18.5. Maintaining a tracking system for all requested changes and reported defects, their status, time to resolve, and final resolution. Describe the tracking system that will be used.

3.18.6. The WIC EBT Contractor shall provide a System Operations and Interface Procedures Manual no later than thirty (30) Calendar Days prior to the start of UAT. This Manual shall describe how these services are provided. The manual will include:

3.18.6.1. The WIC EBT Contractor's calendar for scheduled maintenance windows, indicating which will result in the System being unavailable and which may result in slower System performance. Changes to the System downtime windows must be approved by the MSDH WIC Program.

3.18.6.2. A detailed description of the system design.

3.19. Provision of Carder Readers to Agencies/Clinics

3.19.1. The WIC EBT Contractor shall be responsible for the procurement, distribution, inventory control, remote installation, repair and/or replacement, software programming and updates of card readers used in the WIC clinics.

3.19.2. Each clinic may require two (2) types of card readers:

It is preferred that a single integrated card reader capable of both functions be provided due to limited space in the clinic. If the WIC EBT Contractor has this capability, please provide details.

3.19.2.1. Mag stripe swipe card reader for staff to use when assigning a card to new households;

3.19.2.2. PIN selection/balance inquiry terminals for staff to use with participants in training them on card usage.

3.19.3. Larger clinics shall require more than one reader for clinic flow purposes. The MSDH WIC Program will provide a list of clinics and the required number of each reader. Currently, MSDH WIC has approximately 150 clinic sites, health departments and non-profit clinics. There are approximately 150 staff that would issue benefits or cards. All shipping costs for the initial distribution of equipment will be handled as a pass through cost to the MSDH WIC Program.

3.19.4. Provide the specifications and functionality for the proposed readers.

3.19.5. Card readers may be leased or purchased by the WIC EBT Contractor on behalf of the MSDH WIC Program.

3.19.5.1. If the equipment is purchased, the equipment becomes the property of the MSDH WIC Program and not the WIC EBT Contractor. The WIC EBT Contractor will be responsible for the inventory control and management of such equipment. Inventory controls must be by physical location to include the minimum data set required by Federal Regulations 7 CFR § 3016.32(d)(2). Current standards require that property inventory records include a description of the item, a serial number, the equipment manufacturer, who holds title (always the MSDH WIC Program), the acquisition date, the acquisition cost, percentage of Federal funds (always 100%), the location, use, and condition of each item, and information on the disposition of the equipment. As equipment is replaced at a clinic location, the inventory system must be immediately updated.

3.19.6. Agencies will be required to annually complete an inventory verification with the WIC EBT Contractor to confirm the equipment on hand. A report shall be submitted to the MSDH WIC Program annually, within sixty (60) Calendar Days of the Contract Year being completed. The timing of the report will be determined after Contract award.

3.19.7. The WIC EBT Contractor shall be responsible for the repair and/or replacement of defective/broken equipment. If the unit is still under the manufacturer's warranty, the WIC EBT Contractor shall be responsible for managing the warranty process. If the unit is out of warranty, the WIC EBT Contractor shall simply ship a new unit to the requesting agency and bill the MSDH WIC Program for the replacement unit.

In the bid response the Offeror shall describe the inventory and management controls that will be used to properly account for such equipment.

3.19.8. Requests for replacement equipment must be handled in an expedited manner so that the replacement equipment is delivered the next Business Day (Monday through Friday) if the request is received by the WIC EBT Contractor's published cut-off time. All shipping costs will be handled as a pass through to the MSDH WIC Program on the monthly billing invoice.

In the bid response, the Offeror shall describe the process for handling replacement requests, including the cut-off time for next day delivery

3.19.9. The WIC EBT Contractor will be responsible for providing remote installation assistance to the clinics for equipment setup. Equipment shall be fully configured to the extent possible to allow for 'plug and play' installation.

In the bid response, the Offeror shall describe the process for providing installation assistance to the clinics.

3.20. Provision of Stand Beside POS Devices to WIC Authorized Vendors

- 3.20.1. Proposed Federal Regulations may change current requirements for a MSDH WIC Program providing stand beside equipment to WIC Authorized Vendors, which may alter and/or eliminate some of these requirements.
- 3.20.2. MSDH WIC Program may buy or lease Stand Beside POS Devices from Contractor
- 3.20.3. The WIC EBT Contractor shall be responsible for the procurement, distribution, inventory control, remote installation, repair and/or replacement (if leasing), software programming and updates of the stand beside devices used by those WIC Authorized Vendors that require them.
- 3.20.4. The WIC EBT Contractor shall provide stand beside equipment that meets the operational requirements of the WIC EBT system and that supports the full WIC EBT transaction set. The equipment must be industry standard and meet ISO 8583 message formats and the most recent version of the Operating Rules for WIC EBT. Specifically, the equipment shall:
 - 3.20.4.1. Provide an audible tone when a transaction is declined;
 - 3.20.4.2. Display a transaction message before positive action is taken by the cardholder to release the message for purchase and settlement;
 - 3.20.4.3. Display the error message rejecting the transaction, such as but not limited to:
 - 3.20.4.3.1. Non-approved items;
 - 3.20.4.3.2. Insufficient benefits or funds;
 - 3.20.4.3.3. Incorrect PIN; and
 - 3.20.4.3.4. Inactive card.
- 3.20.5. The equipment shall also include a device to scan UPCs and PLUs. The WIC EBT Contractor shall ensure that the equipment deployed is adaptable or upgradeable for future needs. At a minimum, single function POS equipment shall support:
 - 3.20.5.1. Both single and multi-lane usage;
 - 3.20.5.2. Both high speed and phone connections;
 - 3.20.5.3. The full transaction set except store and forward;
 - 3.20.5.4. Download and storage of APLs;
 - 3.20.5.5. Price memory function (WIC Authorized Vendors shall have the option of turning this function off);
 - 3.20.5.6. Entry of multiple discounts on a single transaction;
 - 3.20.5.7. Allow the Cash Value Benefit (CVB) to be mapped to a single generic code;
 - 3.20.5.8. Support split tender for CVB;

- 3.20.5.9. Fully validate the purchase transaction locally before sending to the WIC EBT system;
- 3.20.5.10. Reverse transactions based on a specified time out period;
- 3.20.5.11. Provide a receipt that meets the requirements of the FNS Operating Rules for WIC EBT;
- 3.20.5.12. Provide lane, clerk and WIC Authorized Vendor store total reporting;
- 3.20.5.13. Support reconciliation with the WIC EBT system.
- 3.20.6. In the Vendor Enablement and Certification Plan, the WIC EBT Contractor will describe the specifications and functionality for the proposed stand beside unit that will be used that meets the above.
- 3.20.7. Stand beside devices will be purchased by the Contractor on behalf of the MSDH WIC Program. The equipment becomes the property of the MSDH WIC Program and not the Contractor. It is estimated that approximately 150 units may be needed to meet the needs of Authorized WIC Authorized Vendor.
- 3.20.8. The WIC EBT Contractor shall be responsible for the inventory control and management of such equipment. Inventory controls must be by physical location to include the minimum data set required by Federal Regulations 7 CFR § 3016.32(d)(2). Current standards require that property inventory records include a description of the item, a serial number, the equipment manufacturer, who holds title (always the MSDH WIC Program), the acquisition date, the acquisition cost, percentage of Federal funds (always 100%), the location, use, and condition of each item, and information on the disposition of the equipment. As equipment is replaced at a WIC Authorized Vendor's location, the inventory system must be immediately updated.
- 3.20.9. In the Vendor Enablement and Certification Plan, the WIC EBT Contractor will describe the inventory and management controls that will be used to properly account for such equipment.
- 3.20.10. The WIC EBT Contractor shall be responsible for the repair and/or replacement of defective/broken equipment. If the unit is still under the manufacturer's warranty, the WIC EBT Contractor will be responsible for managing the warranty process. If the unit is out of warranty, the WIC EBT Contractor will ship a new unit to the requesting WIC Authorized Vendor and bill the MSDH WIC Program for the replacement unit.
- 3.20.11. Requests for replacement equipment shall be handled in an expedited manner so that the replacement equipment is delivered the next Business Day (Monday through Friday) if the request is received by the WIC EBT Contractor's published cut-off time. All shipping costs will be handled as a pass through to the MSDH WIC Program on the monthly billing invoice.
- 3.20.12. In the Vendor Enablement and Certification Plan, the WIC EBT Contractor will describe the process for handling replacement requests, including the cut-off time for next day delivery. The WIC EBT Contractor

shall include statistics on equipment replacement based on experiences with other WIC EBT projects for informational purposes in the WIC EBT Contractor's response.

- 3.20.13. The WIC EBT Contractor shall be responsible for providing remote installation assistance to the WIC Authorized Vendors for equipment setup. Equipment shall be fully configured to the extent possible to allow for 'plug and play' installation. Remote installation will be offered to WIC Authorized Vendors. However, on-site installation support by the WIC EBT Contractor will be provided should the WIC Authorized Vendors request that support.
- 3.20.14. In the bid response, the Offeror shall describe the process for providing installation assistance to the WIC Authorized Vendors.
- 3.20.15. During MSDH WIC Statewide WIC EBT implementation, WIC Authorized Vendors requiring stand beside units shall be sent the units at least four (4) weeks prior to when the WIC clinics served by that WIC Authorized Vendor are converted to EBT. This will allow the WIC EBT Contractor time to install and test the equipment and train staff.
- 3.20.16. Newly authorized vendors are required to be EBT ready at inception. The State Agency may only provide single function equipment in those cases where the new vendor is needed for participant access. On an on-going basis, as new WIC Authorized Vendors are authorized once MSDH WIC Statewide implementation has been completed, a newly authorized WIC Authorized Vendor shall be provided a stand beside unit within five (5) Business Days of the WIC Authorized Vendor signing the EBT agreement with the WIC EBT Contractor.
- 3.20.17. The MSDH WIC Program will comply with the WIC EBT Final Rule for the number of units to be allowed per store location." The requesting WIC Authorized Vendor will be provided the appropriate number of units free of charge. However, the WIC Authorized Vendor may request additional units above and beyond the number supplied by MSDH WIC Program. The WIC EBT Contractor may charge the WIC Authorized Vendor for any additional units that may be provided above the MSDH WIC Program established minimum. Only designated MSDH WIC Program staff may approve orders for WIC Authorized Vendors to receive such equipment.
- 3.20.18. Please describe the processes and procedures that will be used to make sure that the provision of stand beside equipment and related support to those WIC Authorized Vendors that require it is properly and effectively managed.
- 3.20.19. All non-pharmacy WIC Authorized Vendors are also SNAP authorized. Some of these SNAP Vendors use a stand beside unit for SNAP transactions provided through the SNAP EBT Contractor.
- 3.20.20. In the Vendor Enablement and Certification Plan, the WIC EBT Contractor will provide approach/possible solutions to single function processing when both WIC and SNAP are involved based on your experiences in other WIC EBT projects that you have been involved with.

- 3.20.21. The WIC EBT Contractor shall be responsible for the recovery of stand beside units in the event a WIC Authorized Vendor is no longer WIC authorized for whatever reason (change of ownership, disqualification/termination, etc.) or in the event the WIC Authorized Vendor upgrades the cash register system and no longer needs the stand beside unit. To the extent feasible, recovered units shall be held and/or /reconditioned by the WIC EBT Contractor for reuse by other WIC Authorized Vendors.
- 3.20.22. In the Vendor Enablement and Certification Plan, the WIC EBT Contractor will describe the processes and procedures that will be used to manage the recovery of stand beside units.
- 3.21. Project Close-Out Procedures
 - 3.21.1. In the event of Contract termination for any reason, non-renewal by the MSDH WIC Program, or at the expiration of the Contract, the WIC EBT Contractor may be required to provide transition services as needed to ensure the successful transition of services to a new WIC EBT Contractor.
 - 3.21.2. The WIC EBT Contractor shall create a Business Continuation and Contingency Plan. The plan should describe how transition services will be provided:
 - 3.21.2.1. Providing a copy of all MSDH WIC Program related files and databases contained within the System or maintained externally upon request by the MSDH WIC Program, including up to five (5) years of transaction history, WIC Authorized Vendor data, MARL information, and any other data necessary for ongoing operations and research into past operations for transfer to the next WIC EBT Contractor.
 - 3.21.2.2. Providing to the MSDH WIC Program (or its designee) any remaining unused inventory of MSDH WIC EBT cards held in inventory by the WIC EBT Contractor.
 - 3.21.2.3. Transferring, if requested, the participant and WIC Authorized Vendor CSC toll-free phone numbers to the next WIC EBT Contractor.
 - 3.21.2.4. Returning all hardware and software that may be owned by the MSDH WIC Program upon request by the MSDH WIC Program. This includes card reader devices supplied to the MS WIC clinics and WIC Authorized Vendors.
 - 3.21.2.5. Providing professional assistance to the MSDH WIC Program and/or its designee for conversion/data migration recommendations and assistance.
 - 3.21.2.6. Providing professional assistance to the MSDH WIC Program and/or its designee for testing recommendations and assistance.

- 3.21.2.7. Providing technical training to the MSDH WIC Program and/or its designee of not more than eighty (80) hours to include a thorough overview of how the system database schemas are organized and function, including the review of all object relationships and process flows.
- 3.21.2.8. The WIC EBT Contractor shall confirm that any data provided by or for the MSDH WIC Program remains the property of the MSDH WIC Program and may not be marketed or sold by the WIC EBT Contractor without the express written consent of the MSDH WIC Program.
- 3.21.2.9. The WIC EBT Contractor shall certify its compliance with MSDH WIC Program and federal data retention requirements, which may require that the WIC EBT Contractor retain some data after the Contract is terminated or expires. At the request of the MSDH WIC Program, the WIC EBT Contractor shall destroy or purge any data provided by or for the MSDH WIC Program during any Contract resulting from this RFP from all WIC EBT Contractor databases, electronic files, or paper files (including backups) at the end of any data retention period specified by the MSDH WIC Program. When completed, the WIC EBT Contractor shall certify in writing that all data referenced above has been destroyed or purged.
- 3.21.2.10. Until the WIC EBT Contractor has certified the completion of the data destruction or purge, the WIC EBT Contractor shall continue to comply with all data security sections within this RFP, including but not limited to Section 9.7, even after the Contract has terminated or expired.

3.22. MSDH WIC Program Data

- 3.22.1. The information in Table 4 provides a high-level overview of the paper based process.

Table 4: MSDH WIC General Program Statistics

MSDH WIC Program Specific Workload Data	Estimated Values
Approximate number of participants per year	90,000
Approximate number of households per year	55,000
Approximate number of Local Agencies	150
Approximate number of MSDH WIC Program State level users	50
Approximate number of local agency/clinic level users	152
Average number of concurrent users	200
Approximate number of active WIC Authorized Vendor locations (Estimated for after Statewide Rollout, currently MSDH WIC operates on a Direct Distribution food delivery system)	400

3.23. Invoicing and Compensation – WIC

- 3.23.1. Invoices shall be submitted to the following address:

MSDH WIC Program
Attention: WIC EBT Project Manager
P.O. Box 1700
Jackson, MS 39215-1700

Invoices shall be submitted via express delivery to the following physical address:

MSDH WIC Program
Attention: WIC EBT Project Manager
805 South Wheatley Street, Suite 150
Ridgeland, MS 39157

- 3.23.2. Invoices for deliverables listed in Table 8 should only be submitted once the MSDH WIC Program has approved a deliverable as acceptable.

Invoices for equipment costs, onetime costs and ongoing operations shall be submitted monthly and shall bear the correct purchase order number to ensure prompt payment. The WIC EBT Contractor's failure to include the correct purchase order number may cause delay in payment.

To ensure that the WIC EBT Contractor provides uninterrupted services to the MSDH WIC Program, WIC Authorized Vendors, and Participants and meets the performance standards set forth in USDA FNS regulations and this RFP, MS has established a set of EBT system and service performance standards. It is the intent of the MSDH WIC Program to remedy WIC EBT Contractor non-performance through a payment "hold-back" protocol or penalties. Performance standards are described in 3.3.6.2 Staffing , 3.3.7 (Table 2) Operating Performance, and 3.5.12 (Del. 30) Service Level Compliance Plan.

- 3.23.3. Ongoing Services Payment Hold Back and Penalties

The MSDH WIC Program may hold back up to 25% of any payment for ongoing services (such as the CPCM) for any invoice if the MSDH WIC Program deems that the services or deliverables being invoiced for are not complete or do not meet associated service level agreements that have been agreed to by the MSDH WIC Program and the WIC EBT Contractor.

- 3.23.3.1. Penalties

At the MSDH WIC Program's discretion, penalties may be incurred in lieu of a Payment Hold Back per contractual requirements established in the SNAP requirements Exhibit B.

- 3.23.4. Invoices must itemize the work for which payment is sought.

- 3.23.5. The MSDH WIC Program shall make monthly payments to the WIC EBT Contractor for services rendered during the previous calendar month. Supporting documentation must be provided that substantiates quantities and costs by individual line items. The WIC EBT Contractor shall provide the MSDH WIC Program one original paper copy of the monthly invoice signed by designated authorities. The monthly supporting documentation shall contain the following:

- 3.23.5.1. Report period (month/year)

- 3.23.5.2. Total number of active WIC EBT accounts being billed
- 3.23.5.3. Applicable CPCM for active EBT accounts being billed
- 3.23.5.4. A list of the fee for services provided and total cost for the MSDH WIC Program
- 3.23.5.5. Replacement Card fees collected shall be listed as a credit on the invoice
- 3.23.5.6. Equipment (i.e., terminals for Authorized WIC Retail Vendors and clinics) costs as pass through (Unit costs and quantities)
- 3.23.5.7. Equipment Shipping costs as pass through (Unit costs and quantities)
- 3.23.5.8. Card provisioning cost (Unit costs and quantities) as pass through
- 3.23.5.9. Any optional services that have been included in the WIC EBT Contract must be identified on the invoice as a separate line item
- 3.23.5.10. WIC and SNAP must be invoiced separately for each service month
- 3.23.5.11. FMNP may be implemented at another time. If implemented FMNP must be invoiced separately for each service month

3.23.6. A "case" shall be defined as a single family unit (EBT household) receiving benefits through a single EBT account for one or more participants. For invoicing purposes, active cases during a calendar month shall only be those cases for which benefits are posted to the WIC EBT account with a first date to use during that month. Benefits that were issued in the future and voided before their first date to use cannot be counted as active cases."

3.24. Supplemental Services

At the request of the MSDH WIC Program, the WIC EBT Contractor shall provide Supplemental Services, which are additional services that fall outside of the existing scope of this RFP. The MSDH WIC Program shall be allocated ninety (90) Supplemental Services Hours per Contract Year (including optional years, if applicable) until the end of the Contract term. Any approved Supplemental Services that exceed the allocated Supplemental Services Hours or if applicable, the Total Number of Supplemental Service Hours (TSSH), shall be made effective through the Parties' execution of a Contract amendment implemented in compliance with the rules and practices of ITS Statewide Procurement.

- 3.24.1. Supplemental Service Hours: 90 hours each Contract Year that may be used by the MSDH WIC Program for completion of Supplemental Services and can be rolled over to future Contract Years, if unused.
- 3.24.2. The WIC EBT Contractor shall describe the process for tracking Supplemental Service Hours allocated and expended in its Change Management Plan.

4. Cost

Vendors shall submit all RFP 3884 and WIC EBT pricing separately from the technical response. All cost and pricing information must be separately packaged, sealed, and clearly marked as the cost proposal. All electronic submission forms must also separate the cost and pricing proposal from the technical proposals.

4.1. Price for WIC EBT per Case Month

The cost per case month should not include the optional requirements/services listed in Table 8: Price Table, Optional Requirements/Services.

Table 5: Price Table, CPCM

Active Cases (Households)	CPCM
Less than 30,000	\$
30,001-40,000	\$
40,001-50,000	\$
50,001 - 75,000	\$
More than 75,000	\$

4.2. Price for WIC EBT Deliverables

There are key deliverables that are needed to ensure a successful Implementation and Operations of the MS WIC EBT. The entire list of deliverables is listed in Table 3: List of Project Deliverables of this Exhibit to the RFP. Payment will only be made for the deliverables listed below after unconditional acceptance by the MSDH WIC Program. Acceptance by the MSDH WIC Program will be in the form of a written acknowledgement that the Deliverable meets the requirements as specified in this RFP. Provide the Vendor's proposed pricing for each of the key deliverables listed in Table 6.

Table 6: Price Table, Cost by Deliverable

#	Deliverable	Fixed Cost
1	DRAFT Project Management Plan	N/a
1.1	FINAL Project Management Plan	\$
2	DRAFT Project Work Plan and Schedule	N/a
2.1	FINAL Project Work Plan and Schedule	\$
3	Communication and Coordination Plan	\$
4	Kick-Off Meeting	\$
5	Joint Application Design (JAD) Sessions	\$
6	Status Reports	\$
7	Card Design	\$
8	ARU Flow Design	\$
9	Cardholder Web Portal Design	\$
10	Vendor Web Portal Design	\$
11	UAT Testing Plan	\$
12	UAT Completion Report	\$

#	Deliverable	Fixed Cost
13	Implementation Plan	\$
14	Performance Testing Report	\$
15	Pilot Completion Report	\$
16	Statewide Implementation Completion Report	\$
17	Systems Operations and Interface Procedures Manual	\$
18	Disaster Recovery Plan	\$
19	Security Plan	\$
20	Training Plan, Training Manual, and Training Materials	\$
21	Reports Manual	\$
22	Authorized WIC Retail Vendor Enablement and Certification Plan	\$
23	Authorized WIC Vendor and Third Party Agreements	\$
24	Settlement and Reconciliation Manual	\$
25	Administrative Functions Manual	\$
26	Customer Service Plan	\$
27	MSDH WIC Program Project Manager Review Support Reports	\$
28	Interface Control Document for all Interfaces	\$
29	Configuration Management/Release Management Plan	\$
30	Service Level Agreement Compliance Plan	\$
31	Business Continuation and Contingency Plan	\$
32	Summary of the results of any recent Statement on Standards for Attestation Engagements (SSAE) No. 16 Service Organization Control (SOC) 1 or SOC 2 audits of the hosting/data center and/or plans to conduct such audits. If the last assessment was using the Statement on Auditing Standards No. 70, Service Organizations (SAS-70), then please describe the results of that assessment.	N/a
Total Deliverable Costs		\$

4.3. WIC Per-Unit Hardware Prices

Vendors shall indicate their installed per unit purchase price, as indicated, for the specified hardware listed in Table 7. The specified hardware may be purchased at the option of the MSDH WIC Program. There are no guarantees of minimum or maximum purchase amounts. All equipment provided must be new, not previously used.

Table 7: Price Table, WIC Per-Unit Hardware Prices

	Brand/Model	Lease cost per Device (Monthly Cost)	Purchase cost per Device (One-time)
Card Reader (Swipe) Device		\$	\$
PIN Selection Device		\$	\$

Stand Beside POS Device with a scanner and an Integrated PIN pad		\$	\$
Stand Beside POS Device with a scanner and a hand held PIN pad		\$	\$

4.4. Optional Requirements/Services

The following are requirements or services that may or may not be chosen by MSDH. Please provide the cost associated with the selection of each service. Please identify how much each service would cost in a one-time payment, an impact on the CPCM (increase or reduction) or both.

Table 8: Price Table, Optional Requirements/Services

	One-time cost	Impact on CPCM (+ or -)
Live Customer Service, State Office Staff	\$	
Live Customer Service, Local Agency Staff	\$	
Live Customer Service, Vendors	\$	
Maintain Inventory, Card Swipe device	\$	
Maintain Inventory, PIN selection device	\$	
Maintain Inventory, Stand Beside POS devices	\$	
Mail replacement cards (using regular mail)	\$	